

*Rhode Island*

**DEPARTMENT OF**

*Labor and Training*



**2005 ANNUAL REPORT**



April 1, 2006

The Honorable Donald L. Carcieri  
Governor  
Executive Chamber, State House  
Providence, RI 02903

Dear Governor Carcieri:

It is with great pleasure that I present the 2005 Annual Report for the Rhode Island Department of Labor and Training. Guided by your vision, we have streamlined DLT's internal structure through careful planning and attrition, flattening our organization and merging several internal support structures with other state departments to achieve economy of scale.

Continued technological advances enabled superior service while reducing costs. Our automated Reemployment Eligibility Assessment program pairs individuals who have sought Unemployment Insurance (UI) with area vacancies, expediting their job search efforts. The Trade Licensing Unit's Scantron testing system can grade 160 exams in 30-minutes. Prior to this new technology, it took two staff members two weeks to complete the same job.

We sought and received supplemental funding, grants, and monetary awards to provide services to Rhode Islanders at no cost to them. The US Department of Labor awarded DLT \$1,205,866 for improved technology that will evaluate risk assessment, combat identity theft, and improve program efficiency.

Under your guidance, legislation was passed that enabled the Temporary Disability Insurance (TDI) program to allow partial payments to customers who are able to return to work in a part-time capacity. A partial payment allows the rapid transition back to work while supplementing wages and ultimately improves the financial solvency of the TDI Fund. Legislation was also passed that revised the formula for determining TDI eligibility for members of the US Military and RI National Guard who served in a declared combat operation and would previously have been considered monetarily ineligible for TDI due to their active military service.

DLT actively educated the community in 2005: RI's healthcare network was instructed on the prevention of TDI abuse; employers were wooed at Chamber of Commerce events; the educational community was shown how Labor Market Information can guide curriculum.

This department understands the key to making Rhode Island a better place to live and work is economic vibrancy. Toward that end, we foster a business-friendly environment with grant monies, specialized employee training, tax credits, assistance to people affected by temporary slowdowns, effective recruiting, statistics for planning, and instruction on regulatory compliance. In September 2005, the Human Resource Investment Council was restructured, and, as a result, the Governor's Workforce Board of RI (GWB-RI) was unveiled. GWB-RI develops policies and strategies that improve the skill base of the workforce, prioritizes the investment of both federal and state funding, and seed funds innovative programs which build dynamic networks between public and private sectors.

You know our talented staff is proud to serve the people of Rhode Island. In September, I saw their determination to serve those affected by Hurricane Katrina. Staffers eagerly volunteered to file UI claims for Katrina survivors relocated to Texas. They fielded 13,383 telephone calls over a ten-week period. Katrina survivors who were relocated to Newport were showered with household goods donated by our staff. The department established a One-Stop resource center at the housing complex in Newport and over half of the evacuees sought job search assistance at this on-site center.

I am proud of my staff and their willingness to step up to the plate and meet the needs of those seeking to improve their lives, whether to rebuild from a singular catastrophe or to overcome ongoing life struggles.

Sincerely,

A handwritten signature in blue ink, appearing to read "D. Carcieri", is written over a light blue rectangular background.

Director



## TABLE OF CONTENTS

<b>Introduction</b>	<b>1</b>
<b>Executive Office</b>	<b>2</b>
Office of Legal Services	2
State Workforce Investment Office	2
<b>Workforce Development</b>	<b>2-9</b>
Workforce Development Services	2
Rapid Job Entry Program	3
Employer Service Unit	4
Federal Tax Credits	5
netWORKri One-Stop Career Centers	5
Adult and Dislocated Worker Unit	6
Foreign Labor Certification and Migrant Seasonal Farm Workers Programs	7
Labor Market Information	7
Career Resource Network	8
<b>Workforce Regulation and Safety</b>	<b>9-12</b>
Labor Standards	9
Professional Regulation	10
Trade Licensing	10
Prevailing Wage	10
State Apprenticeship	11
Occupational Safety	11
Boiler Unit	11
Elevator Unit	12
Right-to-Know Unit	12
Safety Compliance Unit	12
<b>Income Support</b>	<b>12-18</b>
Unemployment Insurance	12
Call Center	14
Workshare	14
Central Adjudication	14
Benefit Accuracy Measurement	15
Reemployment and Eligibility Assessment Program	15
Federal Claims	16
Rapid Response	16
UI/TDI Fraud Unit	16
Temporary Disability Insurance	17
Police Officers' Relief Fund and Firefighters' Relief Fund	17

<b>Workers' Compensation</b>	<b>18-20</b>
Workers' Compensation	18
Education Unit	19
Fraud and Compliance Unit	19
John E. Donley Rehabilitation Center	20
<b>Autonomous Bodies</b>	<b>20-24</b>
Board of Review	20
State Labor Relations Board	22
Workforce Partnership of Greater Rhode Island	22
Governor's Workforce Board of Rhode Island	22
Rhode Island Jobs Training Tax Credit	24
GWB-RI Board Members 2005	24
<b>Departmental Directory</b>	<b>25</b>
<b>Organizational Chart</b>	<b>26</b>
<b>Map of Offices</b>	<b>27</b>
<b>Statistical Charts</b>	<b>28-31</b>
Unemployment Insurance Data	28
Unemployment Insurance Claims Filed in 2005	28
Unemployment Insurance Fund Activity	28
Temporary Disability Insurance Data	29
Temporary Disability Insurance Filed in 2005	29
Temporary Disability Insurance Fund Activity	29
Workers' Compensation Data	30
Claims as a Percent of Covered Employment	31



# *Introduction to the Department*

This report summarizes the activity of the Department of Labor and Training (DLT) in 2005. One of our primary functions is the protection and advancement of Rhode Island's workforce. DLT is proud of the courteous, prompt and efficient service that protects and advances the workforce and supports the employer community.

DLT helped many Rhode Island job seekers in 2005, whether their goal was a first job, a better job, or a career change. Agency staff provided personalized job search



**DIRECTOR**  
**ADELITA S. OREFICE**

assistance, interview preparation, and training at no charge through our netWORKri offices. We connected people with meaningful employment when they were unemployed, underemployed or simply wishing to modify their career path. Providing income support through Unemployment Insurance, Temporary Disability Insurance or Workers' Compensation can sustain an individual during a difficult period.

The goal is to facilitate a rapid return to the workforce and to help Rhode Island employers maintain productivity. Workers can be confident the Department has their best interests in mind with rigorous safety regulations and steadfast monitoring for fair wages and ethical employment practices.

The Department provided accurate information on Rhode Island's labor market, which led to a better understanding of the overall economic health of the State. DLT helped businesses raise the skill and safety levels of their employees, avoid layoffs, and become more competitive. Employers also benefited from one of the most aggressive employment and training tax credit programs in the nation.

DLT understands the key to making Rhode Island a better place to live and work is economic vibrancy. Toward that end, business-friendly environments are provided with grant monies, specialized employee training, tax credits, assistance to employees affected by temporary slowdowns, effective recruiting, statistics for plan-

ning, and instruction on regulatory compliance. The Department works hard to strengthen partnerships between the business community and state and local workforce systems and fosters industry clusters to speed the development of promising growth sectors.

Under the guidance of Director Adelita S. Orefice, the Department became more "fiscally fit" in 2005. DLT's internal structure was streamlined through careful planning and attrition (see page 26). Several internal support structures were merged across state departments to achieve economy of scale. Human Resources, Information Technology, Facilities Management, and Legal Services now share resources and lessons learned under the Department of Administration, resulting in improved purchasing practices and better contracts for state services.

There are six primary subdivisions in this report: the Executive Office, Workforce Development, Workforce Regulation and Safety, Income Support, Workers' Compensation, and Autonomous Bodies. Each section outlines the services provided and achievements of the Department in 2005. For more information on any activities detailed in this report, contact the division or unit directly by using the directory on page 25.

We appreciate your interest in the Department of Labor and Training and encourage you to visit our web site at [www.dlt.ri.gov](http://www.dlt.ri.gov). We take pride in our record of service to the people of Rhode Island.

The Cranston headquarters of the Department of Labor and Training is a beautifully restored historic complex that was completely rehabilitated during 1998-2000. At right is the historic front entrance, showcasing the original hand-carved wooden awning and ashlar granite collected from adjacent farmland. It was built by former residents.



photo courtesy of Nicki Romeo

# Executive Office

The Executive Office includes units that support executive functions, such as Legal Counsel, Human Resources, and Strategic Planning for the agency. Other activities which fall directly under the purview of the Director are the State Workforce Investment Office and the DLT employees that staff the Governor's Workforce Board of Rhode Island.

## OFFICE OF LEGAL SERVICES

The Office of Legal Services represents the Department in court proceedings, administrative hearings, and provides legal advice and counsel to staff on issues arising under both state and federal law as they relate to DLT programs. The Legal Office also initiates prosecution on unemployment compensation fraud and benefit overpayments.

In 2005, the Office offered legal advice, rendered written and oral legal opinions, appeared before various courts, and advised boards, commissions, and board members. The Office also served in the capacity of Hearing Officer and filed motions and objections on behalf of the Department.

### LEGAL OFFICE ACTIVITY 2005

Type of Case	Total	Amount Collected
Workers' Compensation Lack of Insurance	59	\$317,679.63
Unemployment Insurance Overpayments	248	\$115,100.02

## STATE WORKFORCE INVESTMENT OFFICE

The State Workforce Investment Office (SWIO) oversees Workforce Investment Act (WIA) services statewide, promoting effective delivery in netWORKri One-Stop Career Centers across the state by coordinating local Workforce Investment Boards (WIBs), administrators, and Workforce Development staff. In conjunction with statewide programs, RI's two WIBs—Workforce Solutions of Providence/Cranston

and Workforce Partnership of Greater Rhode Island—provided WIA services to over 1,400 Rhode Islanders.

SWIO is responsible for evaluating the success of services provided to Adults, Dislocated Workers, and Youth enrolled in WIA programs. For Program Year 2004/2005, Rhode Island achieved six and exceeded 11 of the 17 negotiated WIA performance standards. Most notably, the Adult clients that exited training provided under WIA realized a 36% higher wage gain when compared with those clients who received core and intensive services only.

WIA reauthorization legislation was introduced in Congress in 2004 and debated throughout the nation in 2005. However, action to reauthorize WIA was deferred to the 110th Congressional session, that is, 2007.

More information about the State Workforce Investment Office may be found at [www.dlt.ri.gov/WIO](http://www.dlt.ri.gov/WIO) or by calling (401) 462-8780.

# Workforce Development Services

The Workforce Development Division dedicates itself to the advancing all who comprise the workforce: those who perform the work and those who hire them. The Division offers support to workers by providing job search assistance, counseling, training, and information on the labor market. Employers are assisted with recruitment efforts, applicant screening, federal grants and tax credits, and industry data. More information is available at [www.dlt.ri.gov](http://www.dlt.ri.gov).

## WORKFORCE DEVELOPMENT SERVICES

The Workforce Development Services (WDS) Unit oversees all of the activities, program operations, and departmental services by guiding job seekers to suitable employment and introducing employers to qualified workers. The unit furnishes administrative and technical support, ensuring that programs are adminis-



tered according to laws and regulations as well as agency goals and objectives. WDS oversees the activities of Employment Services, Employer Services, netWORKri One-Stop Career Centers, Workforce Partnership of Greater RI (a local Workforce Investment Board or WIB. See page 22.), Trade Adjustment Assistance Programs, Rapid Response Services for Dislocated Workers, Reemployment Services, Veterans Services, the Alien Labor Certification and Migrant Seasonal Farm Workers Program, and the federal Work Opportunity Tax Credit Program.

The Department of Labor and Training (DLT) delivers employment and training services through netWORKri One-Stop Career Centers located throughout the State (see map, page 27). In addition, a DLT Reemployment Office, at 73 Valley Road in Middletown, offers the essential services available at the larger centers. From these sites, DLT operates a free public employment service providing staff-assisted and self-directed employment and career-related services that connect people to work. Expertly designed resource areas, which provide an extensive library of self-service materials, also include telephones, fax machines, and computer workstations equipped with Internet capabilities and word processing software. Employment counseling and testing services are available to help customers assess interests, skills and abilities, and identify employment goals. Workshops benefit those who want to brush up their resumé, finesse interviewing techniques, learn how to surf the Web, or join a networking group.



Computers, Internet access, and word processing software are available to the job seeker at no cost in the netWORKri work areas.

photo courtesy of Nicki Romeo

Information is a valuable commodity which the Department makes accessible to all. Information on local or national labor markets is available to job seekers or employers researching job trends or wage and employment data. Employers and job seekers also have access

to America's Job Bank (AJB), the largest job bank on the Internet, which boasts over a million jobs from more than 50,000 employers.

DLT is responsible for providing all Workforce Investment Act (WIA) adult/dislocated worker activities in the Greater Rhode Island area. Customers, who are unable to find employment after using the reemployment resources described above and who are qualified to participate in training or retraining programs, are provided with information on and referral to certified training programs available statewide. Programs include occupational skills training, skills upgrade, job readiness training, on-the-job training, adult education, literacy, and remediation.

More information about programs offered through the Workforce Development Services Unit may be found at [www.dlt.ri.gov/wfds](http://www.dlt.ri.gov/wfds) or by calling (401) 462-8800.

#### LABOR EXCHANGE SERVICE ACTIVITY 2005

Job Seekers	Total
Customers Served	23,453
UI Eligible Claimants	16,462
Career Guidance	4,020
Job Search Activities	9,471
Entered Employment	11,390
<b>Employers</b>	
Job Openings	12,421
Job Fairs and Recruitments	397
Tax Credit Certifications	1,229

#### RAPID JOB ENTRY PROGRAM

The Rapid Job Entry Program (RJEP) is an intensive employment program for Family Independence Program (FIP) welfare recipients, Food Stamp recipients, and Non-Custodial Parents (NCPs).

The program goal is to assist FIP recipients with children, Food Stamp recipients and Non-Custodial Parents to become financially independent by securing and maintaining employment. Individuals receiving FIP and Food Stamps must participate in Job Search activities to continue receiving benefits. FIP and Food Stamp recipients are referred to RJEP by Department of Human Services staff.

Non-Custodial Parents must comply in order to satisfy their child support obligations. NCPs are re-

ferred to the Rapid Job Entry Program directly from the courts via the Child Support Enforcement (CSE) agency. NCPs are also referred to RJEP directly from the prison by the CSE agency.

RAPID JOB ENTRY ACTIVITY 2005			
	FIP	Food Stamps	NCP
Total Enrolled	244	107	174
Total Entered Employment	122	37	90
Average Wage	\$9.32	\$9.34	\$10.30

FIP=Family Independence Program / NCP=Non-Custodial Parents

## EMPLOYER SERVICE UNIT

Employer Service Representatives (ESRs) are the Department's liaisons to the employer community, developing job openings and providing information about DLT services, grant opportunities, and state and federal tax credits.

The ten ESRs are outstationed at the Department's six netWORKri One-Stop Career Centers but often, for the convenience of the business community, make themselves available where business leaders congregate. All are active participants in area Chambers of Commerce and use networking sessions to keep employers abreast of DLT services and programs, grants and tax credits. ESRs are responsive and customize services to simplify doing business in Rhode Island.

In today's marketplace, a primary challenge for the employer community is a lack of job-ready employees. The Employer Service Unit (ESU) meets that challenge head on, connecting qualified job seekers with unfilled job vacancies.

### PLACING THE DISPLACED IS PARAMOUNT

In 2005, a Rhode Island greeting card manufacturing company made plans to relocate distribution to Canada. Employer Service Representatives met with affected Paramount employees every Friday for two months. Workshops on resumé writing, interviewing skills, and financial assistance were provided on-site.

During 2005, ESU organized or assisted in 397 recruitment or job fair events for customers as diverse as: retail, manufacturing, agriculture, shipping, banking, food, medical, airline, and publishing, serving family-

owned and international businesses and federal and city government. ESU also partnered with four Providence Journal job fairs and three Employment Guide job fairs. Job seekers had the opportunity to have their resumé professionally evaluated and were made aware of the plethora of services available from netWORKri.

A major partner in 2005 was Bank of America. Bank of America plans to hire 1,100 employees for their newly constructed state-of-the-art call center in East Providence by November 2006. ESU set up seven independent job recruitments in RI and nearby MA through which 221 individuals found employment. This partnership will continue until all positions have been filled.

ESRs collaborate with internal units, including the Rapid Response Team of the Adult and Dislocated Worker Unit, hosting recruitment sessions and job fairs for diverse groups of employers looking to hire highly trained but dislocated workers (see page 6).

During 2005, the Employer Service Unit also partnered with Workers' Compensation (WC). Every employer interested in placing a job order is now verified by WC staff to determine that they are in compliance and have adequate insurance before the job order is entered. This protects job seekers referred to vacancies by the Department and enables DLT to more closely monitor WC compliance.

The ESRs played a vital role for relocated Hurricane Katrina evacuees, setting up an on-site One-Stop Family Resource Center in Newport, RI as early as September 12th when the first evacuees arrived. Designed



Larry Conerly, of New Orleans, hugs the Rev. Jackie Powers at the former U.S. Navy housing in Middletown where victims of Hurricane Katrina were given a place to stay.

photo courtesy of Glenn Osmundson

exclusively for this population, approximately 100 of the 180 evacuees took advantage of work search assistance. Staff of the Department of Labor and Training, touched by the plight of those with nothing to their

names, donated enough new and used kitchen equipment and bedding to fill four Sport Utility Vehicles. Items were distributed at the Family Resource Center.

The Jobs Network, 1-888-616-JOBS (5627), is a valuable resource for both job seekers and employers. Employer Service Representatives staffed the telephones of Jobs Network and provided expert advice and referrals to 2,789 customers in 2005, bringing the total number of customers served since the inception of the toll-free telephone number in August 1999 to 21,721. In 2005, the toll-free line enabled employers to place 2,400 job postings with the Department of Labor and Training.

More information on employer-friendly programs, tax credits, and recruitment efforts may be found at [www.dlt.ri.gov/esu](http://www.dlt.ri.gov/esu) or by calling 1-888-616-JOBS.

## FEDERAL TAX CREDITS

Federal tax credits are designed to engage the private sector, complement welfare reform efforts, and encourage hiring from disadvantaged and unemployed groups. The program was funded by the US Department of Labor and, in 2005, was under the direction and oversight of the Employer Service Unit (see previous section).

The Work Opportunity Tax Credit (WOTC) allows up to \$2,400 for each new hire. Employers may receive a credit of 40% of qualified first-year wages for those employed 400 or more hours and 25% for those employed at least 120 hours. Qualified wages are capped at \$6,000.

The Welfare-to-Work Tax Credit (WtWTC) encourages hiring long-term family assistance recipients and may be as high as \$8,500 per new hire. Employers may receive a credit of 35% of qualified wages for the first year of employment and 50% of qualified wages for the second year of employment. Qualified wages are capped at \$10,000 per year for a two-year period. To qualify, new hires must be employed at least 400 hours or 180 days.

WOTC/WtWTC authorization expired on December 31, 2005. Requests for 2006 will be partially processed and held, pending reauthorization. Upon reauthorization, the Department will complete processing the requests received to date. There were 1,229 certifications issued in 2005.

## NETWORKRI ONE-STOP CAREER CENTERS

The Department of Labor and Training operates the One-Stop Career Center System in Rhode Island. It is aptly named netWORKri. Six centers are conveniently located in Pawtucket, Providence, Wakefield, Warren, West Warwick, and Woonsocket (see map, page 27).

The Providence netWORKri office on Reservoir Avenue is conveniently located on the Providence/Cranston line and is readily accessible by public transport.



photo courtesy of Kathy Partington

Partner agencies invest staff and resources in the netWORKri System to ensure prompt and efficient delivery of employment and training services, including: Department of Education; Department of Elderly Affairs; Department of Human Services; Department of Labor and Training; Goodwill Industries; Office of Rehabilitation Services; RI Statewide Independent Living Council; Rhode Island Kids Count; Workforce Partnership of Greater Rhode Island; and Workforce Solutions of Providence/Cranston. Over 70 organizations, including community-based and rehabilitation programs, meet regularly at their local netWORKri Center, collectively forming the Employer Service Network, a group dedicated to local job development.

The Workforce Development Services (WDS) Unit (see page 2) manages the DLT staff and the programs delivered through netWORKri Career Centers. DLT coordinates netWORKri Center management, fiscal management, property management, technical and infrastructure support, partner staff training and system planning. WDS administrative staff act as the liaison to the two local Workforce Investment Boards (WIBs), Workforce Solutions of Providence/Cranston and Workforce Partnership of Greater Rhode Island, who have an oversight role over the netWORKri Centers.

In Program Year 2004/2005, employment and training programs and services benefited 25,192 new



customers at the six netWORKri Career Centers. Customer groups included dislocated workers, seniors, people with disabilities, welfare recipients transitioning into work, students, out-of-school youth or any individual seeking employment or information on the job market.

Large resource areas are the focal point of each netWORKri Center. At no cost, job seekers can access computer workstations, copy machines, fax machines, telephones to call employers, and assistive technology for people with disabilities. Workstations are equipped with word processing software to prepare resumés and cover letters, and have Internet capability to review local and national job listings. Each center offers a variety of workshops on topics as diverse as: managing change, dressing for success, resumé preparation, interviewing skills to get the job you want, and computer basics. Customers requiring more intensive services such as counseling, testing, and retraining find the Professional Career Counselors to be netWORKri's most valuable resource.

Employer Service Representatives (ESRs) are the One-Stop Career Center System's link to the employer and business community (see page 4). This team ably serves large and small employers by coordinating recruitments and job fairs, screening applicants, and making contacts that assist employers to become or stay competitive. In 2005, netWORKri hosted 362 job fairs and recruitments in the branch offices.

#### NATIONAL CLIENTS IMPRESSED

"As I travel across the country to meet with my counterparts in other states regarding Bank of America initiatives, I tell them what we are doing here in Rhode Island with the One-Stop System and Economic Development. They, like me, are astounded by the cooperation and enthusiasm we have received. They have more than demonstrated their commitment to the future of Rhode Island's workforce and we are very grateful for their support!"

*- Mary-Jude Dean, Vice President of Human Resources,  
and Local Site Executive for the BoA Call Center*

In January 2005, a unique partnership was formed between Bank of America, DLT, netWORKri, and the Economic Development Corporation. This was a major employer service initiative for netWORKri in 2005.

DLT and netWORKri were the primary resource for Bank of America, who had an aggressive hiring goal of 1,100 new employees for their new call center in East Providence.



photo courtesy of Sue Biagioni

Bank of America representatives were granted access to space for interviewing and testing applicants, meeting rooms for training and staff meetings, computer labs for call center simulation testing, and professional netWORKri staff. Bank of America representatives were located on-site full-time at two netWORKri One-Stop Career Centers through December 2005, twelve recruiters at the Providence location and seven in Pawtucket. The netWORKri managers and ESRs worked in tandem with the recruiters to plan, market, and staff events and day-to-day recruiting as well as develop strategies to meet future hiring goals. The four netWORKri affiliate sites also drew job seekers.

In June 2005, staff members Kim Sout-Heng of the Pawtucket netWORKri Center and Bob Brown of the Wakefield netWORKri Center were recognized by the local Workforce Investment Board, the Workforce Partnership of Greater Rhode Island, for their outstanding customer service skills.

More information on netWORKri Career Resource Center programs and resources may be found at [www.netWORKri.org](http://www.netWORKri.org) or by calling 1-888-616-JOBS.

#### ADULT AND DISLOCATED WORKER UNIT

The Adult and Dislocated Worker (ADW) Unit administers a broad range of federally-funded programs which assist workers experiencing permanent job loss due to layoffs, company downsizing, or plant closings. Services provided fall under: the Trade Adjustment Assistance (TAA) Act; the Workforce Investment Act (WIA); National Emergency Grants; and other special

funding. The ADW Unit also coordinates the provision of statewide Rapid Response services for companies experiencing permanent layoffs (see page 16). Finally, the unit provides administrative oversight for adult services under WIA in most netWORKri Career Centers throughout the state (page 27).

Trade Adjustment Assistance is a federal program that provides monetary and educational help to workers who lose their jobs, or whose hours of work and wages have been reduced, due to increased foreign imports. Thirteen Rhode Island companies applied for TAA certification in 2005 and ten were approved, identifying 1,888 potential TAA eligible employees. The Health Coverage Tax Credit program allows individuals who qualify for TAA benefits to be reimbursed 65% of their monthly healthcare premiums. According to the latest quarterly report from the Internal Revenue Service, the agency responsible for administering this program, 159 Rhode Islanders have qualified for this benefit.

#### TRADE ADJUSTMENT ASSISTANCE (TAA) ACTIVITY 2005

TAA Orientation	21
Total Companies Certified for TAA	12
Total TAA Participants	502
Total TAA Participants Who Received Training	331
Total Expenditures	\$1,992,849

The Alternative Trade Adjustment Assistance (ATAA) program was implemented in 2002 to help Trade eligible claimants 55+ years old who might not be appropriate for nor interested in training programs. If these claimants return to work within 26 weeks of being laid off, they may qualify for 50% the difference between new employment wages and previous wages. Eleven individuals supplemented their income with ATAA benefits in 2005 and eight returned to full-time employment.

During 2005, ADW completed the administration of a dislocated worker grant that supported four Rhode Island companies. The dislocated workers received vo-

cational assessment and counseling, job search skills, referral to job training and/or job placement. Also in 2005, ADWU administered a grant for workers dislocated from the Home Goods distribution center in Mansfield, MA. This grant, which initially provided \$425,000 in funding, supported remedial education, English as a Second Language (ESL), and training services to dislocated workers from the urban areas of Providence, Pawtucket, and Woonsocket. A total of 120 individuals participated in ESL services. In addition, participants received intensive job development services to foster the return to gainful employment.

### FOREIGN LABOR CERTIFICATION AND MIGRANT SEASONAL FARM WORKERS PROGRAMS

Foreign workers have temporary authorization from the US Citizenship and Immigration Services to live and work in the United States. However, before hiring a foreign worker, an employer must first demonstrate the inability to fill the position at prevailing wages with a qualified citizen. DLT provides direction to the employer in meeting all regulations and requirements. Careful monitoring of prevailing wages discourages unfair labor practices and assures the stability of the economy. In 2005, the program received 186 cases and 379 requests for prevailing wages.

### LABOR MARKET INFORMATION

The Labor Market Information (LMI) Unit collates, analyzes, and disseminates data on the condition of the RI economy. Information on the latest unemployment rate, which industries employ the most people, what are the fastest growing industries, which occupations are in high demand, and what wages various jobs offer can assist in effective decision-making.

LMI makes such data available to jobseekers, employers, researchers, and anyone interested in the con-

### LMI PUBLICATIONS NATIONALLY RECOGNIZED

Staff received an LMI Communications Publication award from the National Association for State Workforce Agencies for designing brochures that explain the North American Industry Classification System and the Standard Occupational Classification System to workforce development staff.

# QUICK FACTS ON THE RHODE ISLAND ECONOMY

	2005	2004
Total Labor Force	569,500	562,100
Number of Working Rhode Islanders	540,700	532,800
Number of Unemployed	28,700	29,400
Unemployment Rate	5.0%	5.2%
Number of Jobs at RI Businesses	491,600	488,500

dition of Rhode Island's labor market, including policy makers, economists, and government officials.

LMI operates federal/state statistical programs in cooperation with the US Department of Labor's Bureau of Labor Statistics. Information gathered is the foundation upon which LMI products and services are built. These programs include: Current Employment Statistics (CES); Quarterly Census of Employment and Wages (QCEW); Local Area Unemployment Statistics (LAUS); Occupational Employment Statistics (OES); Mass Layoff Statistics (MLS); and Occupational Safety and Health (OSH). LMI also extracts data from DLT's administrative records to report on the diverse activities of the Department.

In 2005, several new products and services were introduced. The RI Employee Benefits Report determined the types and frequency of benefits offered to full-time and part-time employees based on a survey of employers. An interactive web site, the RI Research and Economic Database, enabled the public to access information on available jobs, wages, industries, labor force statistics, and other economic indicators. Decision makers were provided with the RI State of the State report, a compilation of statistical profiles of the entire state and individual cities and towns produced by merging Census information with employment and wage data. In the summer of 2005, the RI Job Vacancy Survey was completed, during which employers from all major industries were surveyed on the number and types of job vacancies.

LMI conducted the first ever Employee Benefits Survey in 2005, providing a comprehensive look at the types of benefits offered by employers to its full-time and part-time workers.

LMI also successfully lobbied to change State law to allow wage records to be shared with the US Census Bureau for the purpose of participating in the Local

Employment Dynamics program. This will provide local entities with Quarterly Workforce Indicators that enable a better understanding of the local labor market.

All of this information is available through the LMI web site. The site provides the latest available data and includes links to many other sites of potential interest to the LMI customer, greatly expanding the accessibility of LMI data and analysis.

More information on Labor Market Information services and products may be found at [www.dlt.ri.gov/lmi](http://www.dlt.ri.gov/lmi) or by calling (401) 462-8740.

LMI is home to the Career Resource Network (CRN) which promotes high school completion and academic success. It assists parents as they help their children make informed career decisions and trains personnel in schools, community organizations, and government agencies to use electronic, print, and other career-related resources. The CRN is a branch of the US Department of Education's America's Career Resource Network (ACRN).

A major accomplishment in 2005 was the publication and distribution of the 2005-2007 edition of the RI Career Anchor, a 60-page career guide for students and adults. With the assistance of the RI National Guard, thousands of copies of the RI Career Anchor were distributed to schools, One-Stop Career Centers, and government and community agencies across the state.

CRN offered more than twenty training sessions to counselors, teachers, and other career practitioners this past year, including the 120-hour Career Development Facilitator course and the six-part Real Game Series, which enables instructors to make a game of life skills that are applicable to the "real" world.



photo courtesy of Brian Ruitherford

Teachers and guidance counselors can instruct their students on which skills are projected to be the most valuable to potential employers.

In 2005, the CRN web site was completely redesigned. The improved web site includes more compre-



hensive information for career educators, students, and parents, including a calendar of upcoming training and downloadable publications, brochures, and posters.

More information on Career Resource Network services and products may be found at [www.dlt.ri.gov/crn](http://www.dlt.ri.gov/crn) or by calling (401) 462-8790.

## Workforce Regulation and Safety

Workforce Regulation and Safety enforces the safety laws protecting the State's workforce via fair collection of wages, child labor laws, safety in public buildings, trade licensing, apprenticeship training, hazardous substance exposure, weights and measures, and prevailing wage laws. The division seeks to create a safe and legal workplace environment for all citizens. The commitment to customer satisfaction inspires the confidence of the public.

In 2005, the division successfully attained the goal of providing services in Spanish. Spanish-speaking Labor Standards customers can file claims in their native language, and Professional Regulation is able to provide expanded services through the administration of trade examinations in Spanish.

Information on these and other DLT programs may be found at [www.dlt.ri.gov](http://www.dlt.ri.gov).

### LABOR STANDARDS

Labor Standards promotes prosperity and stability in the workplace by enforcing laws that protect and promote workers. The unit ensures that the 476,000+ employees that work in Rhode Island receive what they are due.

Working closely with the Workers' Compensation Education Unit (see page 19), Labor Standards reaches out to Rhode Island's approximately 33,000 employers to encourage lawful compliance by educating via printed materials and seminars.

The two predominant enforcement issues for this unit are the hours and work performed by minors, and family and medical leave. Labor Standards ensures the proper payment of employee wages, including minimum wage, overtime, and fringe benefits upon termination. Record-keeping requirements are also enforced. Last year, Labor Standards received 794 cases. Of those, 556 cases were closed and the remaining 238 are being investigated.

During 2005, Labor Standards made great strides by eliminating a backlog of complaints that had existed for over a decade. To achieve this tremendous accomplishment, Labor Standards redefined the procedure for processing complaints, including improving forms, letters, and procedures. Pre-hearing conferences were instituted in which both sides were required to be present, in an effort to resolve wage complaints without a full hearing. Complaints that were not resolved in pre-hearing conferences were rectified through an augmented schedule of formal hearings.

#### TECH ADVANCES IMPROVE CUSTOMER SERVICE

The recently installed Scantron testing system can correct 160 exams in a 30-minute time-frame, something that used to take two staff members two weeks. This technological advance enables staff to provide more one-on-one counseling with customers and also guarantees the accuracy of test results.

The unit began hosting Labor Standards seminars in 2005, specifically targeted to employers who do business within Rhode Island to keep them apprised of all of the State's wage and hour laws. Seminars are conducted by Labor Standards Examiners in collaboration with the Workers' Compensation Education Unit. Additional information is available to employers via the Employment Bulletin, a monthly publication of the Labor Market Information Unit (see page 7). It contains an array of valuable information on Rhode Island's economy and workforce.

In 2005, Labor Standards initiated cross-training of State Examiners and Federal Investigators to encourage a better understanding of wage and hour laws and to rout out and reduce the duplication of enforcement, where it existed. This frees State Examiners to better serve the customer and tackle outstanding complaints.

More information on Labor Standards may be found at [www.dlt.ri.gov/lis](http://www.dlt.ri.gov/lis) or by calling (401) 462-8550.

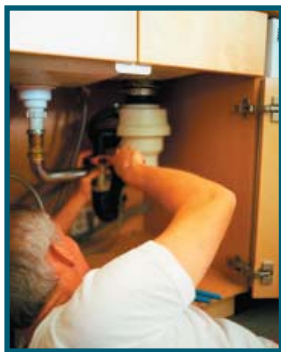
## PROFESSIONAL REGULATION

Professional Regulation monitors and enforces prevailing wage and safety laws, and tests and licenses a number of technical professions.

### ■ Trade Licensing

The Trade Licensing Unit tests and licenses workers in apprenticeable trades. During 2005, the unit administered 2,000 examinations and issued or renewed 27,904 licenses in the following trades: 6,012 Electricians; 6,902 Hoisting Engineers; 6,674 Pipefitters, Refrigeration Technicians, Fire Protection Sprinkler Fitters, and Sheet Metal Workers; 3,426 Telecommunications; 2,744 Plumbers and Irrigators; 2,012 Apprentices; and 708 Apprenticeship Sponsors. Enforcement of licensing prompted approximately 9,000 field investigations and approximately 275 hearings before licensing boards, which resulted in the collection of approximately \$220,000 in fines.

In 2005, the Professional Regulation/Trade Licensing web site was completely redesigned so users can check licenses and violations online. At this writing, the unit is working to implement an online renewal program that will allow all licensees to file their license renewals and make payments online.



Last year 2,744 licenses were issued to Plumbers and Irrigators working in the State of Rhode Island.

photo courtesy of Johnny Buzzerio

A significant accomplishment in 2005 was the enactment of legislation, which created a Class M limited license for maintenance electricians working for a company holding a Class C or D license in 2005. The creation of Class M provides a workforce of licensed electricians limited to company electrical maintenance, while offering the limited Class M journeyman electrician an avenue to further his/her electrical career. Class C or D license holders provide electrical maintenance for manufacturers, colleges, hospitals, and

municipalities. Under the new Class M license, an apprentice of a Class C or D license holder would serve a three-year indentured apprenticeship, that is, 6,000 work hours and 432 school hours. Upon completion, the apprentice would be eligible to test for a limited maintenance journeyman's license which could be used for maintenance work only, under a Class C or D license holder.

The Scantron testing system, instituted in 2004, has exceeded all expectations. Not only does the system insure the integrity of the testing process, Scantron gives the Department the ability to correct 160 exams in a 30-minute time-frame. Prior to the implementation of this new technology, it took two staff members two weeks to complete the same job. Scantron enables the Department to be more responsive to the needs of the construction industry by dramatically boosting testing capacity from quarterly to monthly, providing tradespersons the opportunity to test more frequently. Such advancement has been very well received by the construction industry and proactive activities such as these promote economic development in Rhode Island.

In 2005, forty-one companies and individuals were cited for violations of the Safety Awareness law, with fines totaling \$14,200 among 23 companies and individuals. The total number of fines is down from past years, which the Department attributes to the success of its ten-hour training sessions for construction workers engaged in public works projects. The Department was recognized in June 2005 by Federal OSHA, who applauded a 38% decrease, over a two-year period, in accidents on projects where employees had received Departmental OSHA ten-hour training.

### ■ Prevailing Wage

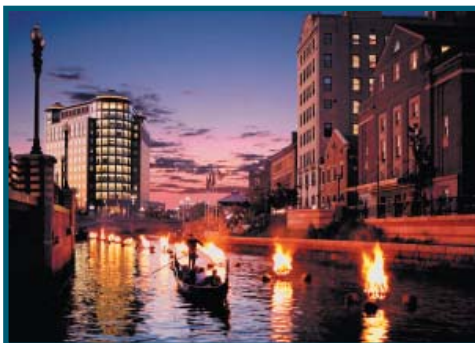
RI General Law 37-13 requires contractors awarded public works construction projects to pay prevailing wage rates. In 2005, the Prevailing Wage Unit completed work on 30 of its 48 cases. One of these cases involved the largest sum of prevailing wages ever collected on behalf of employees in the history of the Department: \$420,995.47 on behalf of 13 individuals.

Prevailing Wage actively reaches out to their audience, explaining applicable laws and announcing technological advances. The unit is continually improving claims process and implemented a new case-tracking system in 2005.

## ■ State Apprenticeship

The State Apprenticeship Council regulates and safeguards apprenticeships in licensed trades. During 2005, the Council registered and approved 708 apprenticeship programs and approximately 2,012 agreements, a substantial increase over prior years. Apprenticeship training programs are an important aspect of the Professional Regulation Unit. The support of these programs is paramount to ensure the future of a skilled workforce by directing qualified individuals toward the various apprentice programs available to the young men and women of Rhode Island. The unit plays an important role in career and vocational day programs in the middle schools, high schools, and charter schools by introducing youth to alternative career choices. The future workforce relies on an informed and educated apprenticeship program, able to produce high skilled workers who can service the needs of the citizens of Rhode Island. The Department achieves these goals through a close working relationship with both industry and educational institutions.

A highlight of 2005, and a testament to the State's promotion of apprenticeship, was the Eastern Seaboard Apprenticeship Conference (ESAC), held June 19th through June 23rd at the Rhode Island Convention Center. ESAC is distinguished as the longest running multi-state apprenticeship conference in America. Various trades have the opportunity to interact and share information and ideas relative to their own apprenticeship programs. There were approximately 350 conferees who, together with their families, totaled over 600 guests. Feedback indicated the conference was a tremendous success. In addition to some very interesting breakout sessions, Rhode Island was showcased in all its glory. Attendees were delighted by Waterfire, a clambake, a beach party, a "Best of Rhode Island" reception, and other activities that will entice the at-



Guests of the National Eastern Seaboard Apprenticeship Conference were wowed by Waterfire.

photo courtesy of Rhode Island Tourism Division

tendees to return to Rhode Island as a destination vacation.

More information on Professional Regulation, Trade Licensing, Prevailing Wage, or Apprenticeship Programs may be found at [www.dlt.ri.gov/profregs](http://www.dlt.ri.gov/profregs) or by calling (401) 462-8580.

## OCCUPATIONAL SAFETY

Occupational Safety inspectors enforce the laws, codes, rules, and regulations that facilitate a safe working environment. Advancements in workplace technology require concurrent procedural innovation to ensure the quality of inspection. To maintain high standards, Occupational Safety continuously updates and modernizes research techniques.

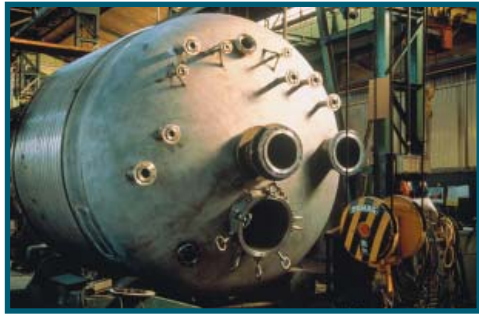
In 2005, the Occupational Safety and Health Review Board was expanded to include an elevator representative, a mechanical representative, an electrical representative, and an operating engineer representative. This new board more accurately represents the diverse units of Occupational Safety and this comprehensiveness better equips the board to establish new guidelines and promote public awareness.

## ■ Boiler Unit

The Boiler Unit assures that pressure vessels are operating safely in Rhode Island with annual inspections of commercial establishments and public buildings of assembly. The Boiler Unit also monitors new installations, reconditioned vessels, boiler repairs, and certifies hydrostatic testing. Violations are issued when it becomes apparent that repairable problems exist. There were approximately 500 violations issued in Fiscal Year 2005. Appeals may be made to the Occupational Safety and Health Review Board.

In 2005, the Boiler Unit installed a Praeses database, enabling insurance companies to electronically transfer data to the Department. This system has exceeded expectations by improving the accountability of inspections and compressing the gathering of information and work assignments. The ability to track violations and delinquent accounts more efficiently has boosted the accounts receivable system and improved customer satisfaction. In 2005, approximately 14,000 Certificates of Operation were issued, approximately 8,500 inspec-





Regular and careful inspections ensure the safety of both workers and visitors in public buildings of assembly.

photo courtesy of Erika Koch

tions were conducted, and approximately 200 permits for new installations were issued.

### ■ Elevator Unit

The Elevator Unit enforces state requirements for the safe operation of all elevator devices. Safety testing is performed annually on all existing, new, and modernized elevators, escalators, wheelchair lifts, material lifts, vertical reciprocating conveyors, and other means of vertical transportation. The unit enforces statutes governing the installation, construction, servicing, repair, modernization, and decommissioning of these various devices. During 2005, inspection forms were improved and the unit's database was revised and updated for efficiency. In 2005, approximately 2,300 Certificates of Operation were issued and approximately 3,200 inspections were completed.

### ■ Right-to-Know Unit

The Right-to-Know Unit educates and trains employers and employees in the use and storage of any hazardous substances. In 2005, the Right-to-Know Unit successfully established an online registration program that is now the model for other states. With this impressive new system, all hazardous substance registration data and payments may be completed online. The online program was well received, praised for its convenience by employers who are required to list all hazardous substances. The program streamlined data management for the unit, thereby freeing personnel to train and educate the public.

The Right-to-Know Unit registered approximately 9,600 employers in 2005. The Superfund Amendments and Reauthorization Act (SARA) of 1986, Title III, provides for Emergency Planning Community Right-to-Know. The SARA Unit maintains reporting records

of the Tier II annual submissions. Approximately 500 facilities submitted Tier II inventory reports in 2005.

### ■ Safety Compliance Unit

The Safety Compliance Unit inspects all public sector facilities to confirm adherence to general safety standards. All school buildings, both public and private, are inspected annually. Part of the safety inspection verifies that the necessary safety equipment and/or protective devices have been provided for employees. Public sector employers are required to keep precise records of occupational safety injuries and illnesses. In 2005, the Safety Compliance Unit began to develop a new database that will streamline operations and improve efficiency. The unit will then be able to electronically deliver compliance orders. Once implemented, this system will significantly reduce costs, including postage, printing, and operating expenses. In 2005, approximately 1,067 sites were inspected.

More information on Occupational Safety, regulations and other requirements may be found at [www.dlt.ri.gov/occusafe](http://www.dlt.ri.gov/occusafe) or by calling (401) 462- 8570.

## *Income Support*

Income Support insures Rhode Island workers against temporary loss of income due to unemployment or an inability to work due to a non-work related illness or injury. This includes Unemployment Insurance (UI), Temporary Disability Insurance (TDI) and the Police Officers' and Firefighters' Relief Funds. Information on these and other DLT programs may be found at [www.dlt.ri.gov](http://www.dlt.ri.gov).

### UNEMPLOYMENT INSURANCE

Unemployment Insurance (UI) is a federal/state program financed through employer payroll taxes. The UI program provides temporary income support to workers who have lost their jobs through no fault of their own. In 2005, approximately 77,779 workers filed for benefits which resulted in 50,303 individuals collecting \$196,890,972 in UI benefits.

Thwarting identity theft was a priority in 2005. Improving electronic cross-matching with the Department of Motor Vehicles and the Social Security Administration combated unemployment benefit fraud and abuse. The Department removed Social Security Numbers from paperwork mailed to the claimant, often replacing them with proprietary bar codes that enable DLT to read identifying data but frustrate potential thieves. Technological improvements are subject to stringent Independent Verification and Validation requirements. Enhanced identification systems improve customer service by compressing processing activities and often allowing real-time access.

Continuous technological improvement is a Departmental goal. DLT has devoted considerable resources to replacing an antiquated collection of individual computers with an integrated AS400 network that coordinates the activities of the Call Center, Central Adjudication, and Benefit Accuracy Measurement. In 2005, the UI Call Center updated their imaging system and began to enhance the adjudication system as well. Upgrades will be completed in the first quarter of 2006. Additionally, conveniences such as Direct Deposit and digital versions of informational brochures and forms were added to the UI web site.

In 2005, the Department was awarded \$1,205,866 in supplemental funding from the Federal Department of Labor. The funds will initiate or enhance procedures for identity theft prevention, overpayment reduction, and the identification of claimants from high demand industries over the following two years. Improved technology will heighten security while reducing processing times.



photo courtesy of Kathy Partington

Unemployment Insurance staff are proud of their service and commitment to the community.

One example will be the use of voice authentication software as an added deterrent to identity theft. The software uses voice recognition over the telephone to verify identity. The prevention, detection, and recovery of improper payments will be improved by matching claims data with the National Directory of New Hires and other government databases.

These funds will also allow for improved data entry by the claimant. Someone filing their claim via the Internet who is unemployed for reasons other than "lack of work" will be given the option to provide additional data online. It is anticipated that this system will improve customer service by reducing the timeline for Departmental decisions on the allowance of benefits for anything other than a "lack of work."

Federal funding will supplement the Reemployment Eligibility Assessment (REA) award. REA identifies individuals collecting unemployment benefits whose employment background matches occupations in high growth, high demand industries. Claimants calling the automated payment line, Tele-Serve, for weekly benefits are automatically notified of appropriate job vacancies. In addition, these funds will strengthen digital record keeping. Internal detection security software and disaster recovery for all UI systems will be established.

#### REACHING OUT TO VICTIMS OF KATRINA

In September 2005, twenty DLT employees volunteered to staff "Katrina" telephone lines each day for approximately ten weeks, fielding 13,383 calls from individuals displaced by the hurricane.

In September 2005, Rhode Island was among many states offering to assist those affected by Hurricane Katrina. Twenty DLT employees volunteered to staff "Katrina" telephone lines each day for approximately ten weeks, fielding 13,383 calls that were routed through Texas.

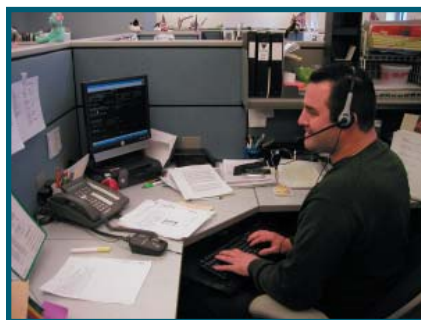
More information on Unemployment Insurance may be found at [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui) or by calling (401) 243-9100.

## UNEMPLOYMENT INSURANCE ACTIVITY 2005

	Total	Change from 2004
<b>Regular Benefits</b>		
Initial Claims	81,004	- 4.9%
First Payments	39,942	- 5.1%
Number of Payments	602,288	6.6%
Amount of Payments (net)	\$196,890,972	- 3.3%
Average Weekly Benefit Amount	\$326.91	+ 3.5%
Average Duration per Claim (weeks)	15.1	- 2.6%
<b>Trust Fund</b>		
Total Income	\$207,447,799	+ 8.8%
Total Disbursements	\$206,010,626	- 2.8%
Year-End Fund Balance	\$185,824,898	+ 0.8%

The Call Center is the central point of contact for individuals and businesses seeking information on Unemployment Insurance. When someone is facing job loss or an organization is considering layoffs, the Call Center provides attentive customer service.

The technological improvements noted in the previous section have enabled staff to be more efficient and meet federal guidelines for timeliness of decisions and first payments. During 2005, several staff members were reclassified to better serve customer needs and, with the assistance of the Department's Information Technology Unit, cases are now funneled to Overpayment or Adjudication via an efficient automated scheduling system.



Friendly Call Center staff are ready to assist those filing for Unemployment Insurance.

photo courtesy of Nicki Romeo

## CALL CENTER ACTIVITY 2005

	Total	Change from 2004
Total Calls Received	1,134,897	- 12.8%
Tele-Serve (payment line)	755,804	- 1.6%
Call Center	299,792	- 15.5%
Payment History	16,483	- 11%
Adjudication Status	21,974	- 30%
Requests for 1099 Forms	1,906	+ 3.8%
General Information	54,814	16.9%

More information on UI programs in English, Spanish or Portuguese may be found at [www.dlt.ri.gov/ui](http://www.dlt.ri.gov/ui) or by calling (401) 243-9100.

## WORKSHARE

Workshare bridges the gap during temporary business slowdowns. Rhode Island employers can keep their trained workforce while the employee works reduced hours. Lost wages are supplemented by the Workshare program. Since its inception in 1991, Workshare has averted thousands of layoffs across a broad range of fields: health, travel, jewelry, metals, textiles, and service industries.

The Workshare Unit filed 5,006 initial claims, and issued 25,618 payments in 2005. It is estimated that over 1,165 layoffs were averted in approximately 125 companies.

## WORKSHARE ACTIVITY 2005

	2003	2004	2005
Initial Claims	7,832	4,452	5,006
Payments	38,516	24,428	25,618
Layoffs Averted	1,801	1,017	1,165
RI Companies Served	150	150	125

More information on the Workshare program may be found at [www.dlt.state.ri.us/ui/WS.htm](http://www.dlt.state.ri.us/ui/WS.htm) or by calling (401) 243-9177.

## CENTRAL ADJUDICATION

The Central Adjudication Unit (CAU) is responsible for arbitrating all disputed Unemployment Insurance claims by telephone. CAU decisions are subject to quarterly external review for accuracy, timeliness, and adherence to RI General Laws and consistently exceed federal standards.

A strong work ethic and significant technological advances enabled CAU to reduce a substantial backlog of pending cases. In 2005, CAU processed 25,242 decisions, 67% of which involved separation issues and 33% of which involved non-separation issues. Forty-nine percent of separation issues resulted in the denial of benefits, while 75% of non-separation issues resulted in the denial of benefits.



**CENTRAL ADJUDICATION ACTIVITY 2005**

	2003	2004	2005
Total Decisions	27,408	25,252	25,242
Payments	38,516	24,428	25,618
Separation Issues	16,976	16,812	16,965
Non-Separation Issues	10,432	8,440	8,277

**BENEFIT ACCURACY MEASUREMENT**

The Benefit Accuracy Measurement (BAM) program is a diagnostic tool with which federal and state entities audit the accuracy of Unemployment Insurance (UI) claims. Both claims that have generated payments and claims that have been denied fall under this program. The BAM Unit determines the precision of benefit tabulation, the cause and party responsible for payment error, and the corrective action to be taken by the Department.

UI overpayments most often occur when claimants fail to report their earnings while working and collecting unemployment benefits or they incorrectly report earnings while collecting partial unemployment benefits. To reduce these errors, the Department began to carefully instruct claimants in writing on how to report earnings and the penalty for failure to do so in 2004. Such errors accounted for 50.1% of overpayments in 2005. The claimant education campaign prompted a decrease of 2.4% in these types of overpayments.

The BAM Unit works closely with other organizations to identify problem areas and establish a Corrective Action Plan. In 2005, DLT began to recommend revisions to the computer program that crossmatches the database of those collecting UI benefits with the database of new hires, maintained by the RI Child Support Enforcement Division. For action in 2006, BAM has been granted a Supplemental Budget Request from the federal authorities to support these revisions, which will identify claimants who have returned to work.

**BENEFIT ACCURACY ACTIVITY 2005**

	2003	2004	2005
Benefits Paid	\$207,431,805	\$203,848,750	\$230,240,360
Sample Size	480	480	479
Dollars Paid Properly	94.6%	93.1%	93.4%
Dollars Overpaid	5.4%	6.9%	6.6%
Dollars Underpaid	0.4%	0.5%	0.4%

**BENEFIT ACCURACY ACTIVITY 2005 (CONT.)**

	2003	2004	2005
<b>Overpayment Causes</b>			
Work Search	0%	0%	0%
Earnings	59.9%	39.9%	36.5%
Separation Issues	12.5%	6.2%	13.2%
Base Period Wages	2.4%	23.1%	5.1%
Eligibility Issues	23.6%	18.5%	45.0%
Other Causes	1.6%	12.3%	0.2%

**Responsibility for Overpayment**

Claimant Only	68.7%	52.5%	50.1%
Agency Only	16.4%	26.7%	28.1%
Employer Only	7.1%	2.1%	2.2%
Claimant / Agency	7.3%	11.2%	11.7%
Employer / Agency	4.0%	2.1%	2.2%
Claimant / Employer	1.0%	5.4%	5.7%

**REEMPLOYMENT AND ELIGIBILITY ASSESSMENT PROGRAM**

Rhode Island is one of 21 states in receipt of federal grant monies to initiate the Reemployment and Eligibility Assessment (REA) program for individuals collecting Unemployment Insurance (UI). The goal is to rapidly return program participants from high growth, high demand industries to gainful employment. REA assigns a numeric code for each type of profession and automatically mails job referrals to the claimant while they are using the automated UI payment telephone system.

Automation was the cornerstone of 2005. The installation of a newly acquired Auto-Coder and automation of the job match referral process and reemployment selection lists are a few examples of last year's focus on maximizing technology, boosting efficiency, and reducing response times. Reemployment partici-

The REA program automatically connects UI claimants formerly employed in high growth, high demand industries with appropriate job vacancies.



photo courtesy of Maria Ferreira

pants are selected weekly and an average of 500 job referrals have been mailed to program participants each week since REA's inception.

DLT requested additional federal funding for 2006 to expand the program. The goal is to serve 8,000 UI claimants by enhancing the current program. In 2006, the Department plans to install an Integrated Voice Response System, which will allow claimants to respond by telephone to job referrals received by mail. Paperwork reduction allows staff to devote more time to one-on-one customer interviews and to identify barriers to employment and/or potential adjudication issues and, subsequently, recommend corrective action.

Federal funding would also support outreach to RI employers and education on the vital role they play. The importance of returning wage and separation data in a timely manner would be emphasized and job order policy could be further improved. Data from employers enable the Department to detect erroneous UI payments, thereby, protecting the solvency of the UI Trust Fund.

## FEDERAL CLAIMS

Federal law requires that states provide Unemployment Insurance (UI) coverage to Unemployed Civilian Federal Employees (UCFE) and former Federal Military Personnel (UCX). These individuals must meet the same entitlement and eligibility provisions as individuals filing claims based on State-covered employment and wages.

All UCX claims are initiated by an electronic exchange of wage and separation information from a central ICON data bank, normally within 24 hours. All federal agencies are mandated to supply such data to the ICON system. Although less than a quarter of the federal agencies have joined the ICON system to date, nearly 50% of the UCFE claims filed in RI were originated through ICON.

In 2005, there were a total of 258 UCX initial claims with a total payout of \$1,534,756. UCFE initial claims totaled 226, with a total payout of \$723,630.

## RAPID RESPONSE

The Rapid Response program proactively responds on-site to employers and workers who are facing per-



photo courtesy of Kathy Partington

Rapid Response team members meet with employers and affected employees on-site.

manent job loss. Staff from Unemployment Insurance (UI) and Workforce Development provide information at management meetings and group orientations, educating the attendees on UI, Trade Adjustment Assistance, and training and reemployment services available from the Department's netWORKri Career Centers.

In 2005, fifty-five companies received single- or multiple-employee Rapid Response orientations, assisting over 4,443 employees. A.T. Cross, On Semiconductor, Paramount Cards, and Slater Dye Works are several companies whose workers benefited from this outreach program last year.

More information on Rapid Response activities may be found at [www.dlt.ri.gov/ui/rapidresponse.htm](http://www.dlt.ri.gov/ui/rapidresponse.htm) or by calling (401) 462- 8811.

## UI/TDI FRAUD UNIT

The UI/TDI Fraud Unit investigates suspicious activity to preserve the integrity of the Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) programs. In 2005, the Fraud Unit investigated 229 cases and discovered \$447,994 in potential overpayments in both programs. Thirty-three cases were referred to the Rhode Island State Police for criminal prosecution. The Rhode Island Superior Court returned 24 convictions resulting in suspended sentences, probations, and restitution.

In 2005, the Department actively engaged in a public awareness program in newspapers and on the Internet to inform the public that those who fraudulently collect UI or TDI are aggressively pursued for criminal charges. Examples include giving false information and

failing to report earnings from self-employment or other work performed while collecting benefits from either of these programs.

## TEMPORARY DISABILITY INSURANCE

The Rhode Island Temporary Disability Insurance (TDI) program, enacted in 1942, was the first in the United States and is funded exclusively by workers. Only four other states, Hawaii, New York, New Jersey, California, and the commonwealth of Puerto Rico, have a Temporary Disability Insurance program. TDI protects workers against wage loss resulting from a non-work related illness or injury.

In 2005, approximately 420,000 eligible workers paid TDI taxes and were protected by this important insurance program. Last year, 49,292 claims were filed and 466,079 payments totaling \$163,107,117 were made.

Last year was reflective for TDI, resulting in exponential improvement of services and procedures. Many of these refinements were the result of TDI Task Force recommendations. The Task Force scrutinized the TDI system for opportunities to improve, then identified and instituted the following: acquired and publicized the Medical Duration Guidelines used to qualify Health Providers, ensuring consistent certification; passed legislation to approve a new, Partial Return to Work option that enables claimants to transition back to work while receiving benefits that supplement part-time wages; hired two registered nurses as TDI claims managers; implemented a more stringent claims management system to weed out fraud; improved access to the Specialty Physician Network, reducing turn around time for required Impartial Exams; and developed a communication campaign to educate key groups, including employers, employees, and medical providers. The TDI Task Force report is available at [www.dlt.ri.gov/tdi/pdf/TDIbook.pdf](http://www.dlt.ri.gov/tdi/pdf/TDIbook.pdf).

Legislation was passed in 2005 that adjusts the "base period" upon which benefits are tabulated for members of the US Military and RI National Guard who served in a declared combat operation. Previously, these individuals would be deemed ineligible for benefits because military wages are not included in determining eligibility. New legislation allows the Department to consider

## SERVING THOSE WHO SERVE THE COUNTRY

In 2005, legislation was passed enabling US Military and RI National Guard members who served in a declared combat operation to potentially qualify for TDI. Prior to this change, these individuals may have been deemed ineligible because military wages were not included in determining eligibility.

wages earned prior to active duty in determination of eligibility.

Filing for TDI became more convenient when an interactive Internet application went online in 2005. Approximately 25 percent of all TDI applications are now filed online.

Future plans to improve the TDI system and better serve all parties involved include: automated child support withdrawal, overpayment correction, identification of UI/TDI overlap, appeals, and imaging and wage record maintenance.

More information on Temporary Disability Insurance may be found at [www.dlt.ri.gov/tdi](http://www.dlt.ri.gov/tdi) or by calling (401) 462-8420.

## TEMPORARY DISABILITY INSURANCE ACTIVITY 2005

	2003	2004	2005
<b>Benefits</b>			
Total Claims	50,290	48,475	49,292
Number of Payments	474,200	469,571	466,079
Amount of Payments (net)	\$153,773,890	\$158,084,478	\$163,107,117
Average Weekly Benefit Amount	\$324.28	\$336.36	\$349.66
Average Claim Duration (in weeks)	12.8	12.7	12.7
<b>Trust Fund</b>			
Total Income	\$183,053,155	\$177,415,709	\$172,329,139
Total Expenditures	\$169,675,577	\$164,345,840	\$158,087,250
Year-End Fund Balances	\$92,844,689	\$100,135,443	\$72,844,689

## POLICE OFFICERS' RELIEF FUND AND FIREFIGHTERS' RELIEF FUND

If an active or retired police officer or state police officer is killed or dies of a heart condition or hyper-



tension, the Police Officers' Relief Fund offers support to the widow/er and/or dependents. An annuity of \$3,600 a year is provided to the widow/er for life or until remarriage, and \$1,200 per year is provided for each dependent until the age of 18.

If a police officer, correctional officer or member of the state police is killed or dies from a heart condition or becomes totally and permanently disabled, the Police Officers' Relief Fund offers tuition payment for his/her dependents at any Rhode Island college or university for four consecutive years for a baccalaureate or lesser degree. If a police officer becomes totally and permanently disabled, the Police Officers' Relief Fund offers him/her tuition payments at any Rhode Island college or university for four consecutive years. If the officer is killed in the line of duty, the widow/er is allowed four consecutive years of tuition payments. Students are required to submit an official transcript of grades and refund tuition for any failed classes.

If an active, retired volunteer or auxiliary firefighter dies from a heart condition, hypertension, cancer, respiratory ailment or is killed, the Firefighters' Relief Fund offers support to the widow/er and/or dependents. An annuity of \$3,600 a year is provided to the widow/er for life or until remarriage, and \$1,200 per year is provided for each dependent until the age of 18.

If an active or retired firefighter, crash rescue person, auxiliary or volunteer firefighter is killed, dies from hypertension, heart condition, cancer, respiratory ailment, and/or becomes disabled, the Firefighters' Relief Fund offers tuition payments at any Rhode Island college or university for four consecutive years to his/her dependents. It also allows tuition for the disabled firefighter. Beginning in 2005, students are now required to submit an official transcript of grades and refund tuition for any failed classes.

RELIEF FUND ACTIVITY 2005			
Police Officers'	2003	2004	2005
<b>Tuition Benefits</b>			
Dependents	26	27	24
Police Officers	4	4	2
Expenditures	\$79,972	\$72,107	\$64,060
<b>Annuity Benefits</b>			
Recipients	254	254	249
Expenditures	\$862,775	\$929,833	\$914,866
Average Cost per Person	\$3,397	\$3,660	\$3,674

RELIEF FUND ACTIVITY 2005 (CONT.)			
Firefighters'	2003	2004	2005
<b>Tuition Benefits</b>			
Dependents	36	41	36
Firefighters	8	6	4
Expenditures	\$122,917	\$100,264	\$101,013
<b>Annuity Benefits</b>			
Recipients	465	476	495
Expenditures	\$1,735,517	\$1,784,693	\$1,853,670
Average Cost per Person	\$3,732	\$3,749	\$3,744

## Workers' Compensation

The Division of Workers' Compensation (WC) monitors procedures and payments made by insurance carriers, provides rehabilitation services to injured workers, responds to compliance and fraud issues, and educates parties within the Workers' Compensation system.

Workers' Compensation is a no-fault system that mandates all RI employers with one or more employees to maintain insurance coverage for the protection of their employees in the event of a loss of earnings and/or medical expenses due to any work-related injury or illness. This insurance may be purchased through any licensed insurance agent, broker or insurance company offering WC insurance.

A Self-Insurance Program is offered through DLT for larger companies who meet established criteria and the Workers' Compensation Administrative Fund (WCAF) collects a mandated assessment on premiums within the WC system and provides limited reimbursement to eligible participants.

In 2005, WC successfully made the transition to a more advanced imaging application, OnBase, ushering in significant improvements in data storage and retrieval. A new database allows instant access to archived information. Improved data input was streamlined in 2005 and a new itemized data collection program will provide better, more detailed statistics, thereby enhancing the quality of reporting and eliminating backlogs.

## ONBASE IS ON TRACK

Workers' Compensation installed an advanced imaging application in 2005 which streamlines data input and eliminates backlogs.

Improvements to the WC web site include forms that may be completed online and a referral form for physicians to directly place a referral via e-mail or fax through the Donley Center's web page.

In 2005, a two-week employment seminar at the Donley Center was developed to provide injured workers with testing to identify areas of interest and aptitude and a Spanish Interpreter joined the staff of the Education Unit for the convenience of the unit's Spanish-speaking population.

More information on Workers' Compensation programs and services may be found at [www.dlt.ri.gov/wc](http://www.dlt.ri.gov/wc) or by calling (401) 462-8100.

### WORKERS' COMPENSATION ACTIVITY 2005

#### Injury Statistics

Indemnity Injuries*	6,943
Non-indemnity Injuries	20,464

#### Workers' Compensation Administrative Fund Reimbursements\*\*

Requests for Reimbursement	1,980
Total Reimbursements	\$2,540,657
Self-Insured Employers Certified	46

\*Indemnity injuries are those that receive weekly compensation benefits.

\*\*Reimbursement requests are limited to statutory restrictions.

## EDUCATION UNIT

The Workers' Compensation (WC) Education Unit instructs all interested parties on workplace safety and Workers' Compensation benefits and procedures. Services include an automated telephone information line, guidance in establishing safety committees, an extensive training video lending library, on-site consultations with employers, employee groups, and/or medical professionals regarding their Workers' Compensation rights and obligations. The unit participates in patient orientation programs at the Donley Rehabilitation Center and coordinates the Teen Workers: "Just the Facts" program for RI high school students. The Education Unit also produces an extensive library of

informational publications. The unit is non-regulatory and all services are offered at no charge.

In 2005, the unit produced a two-part role-playing seminar "You Be the Judge." It permitted the audience to track an injured employee's experience, from the time the injury occurred through dealings with the WC Court system. Instructors included a WC Court Judge and three attorneys proficient in the WC Act.



photo courtesy of Brian Rutherford

Educating employers improves Workers' Compensation compliance.

Another 2005 seminar, "Personal Protective Equipment," exhibited the latest in protective equipment and hands-on examination by participants. The Education Unit also participated in programs sponsored by the Right Safe Coalition, Safety Association of RI, RI Business Expo, as well as Safety Day, sponsored by the RI Chapter of the Associated General Contractors of America, Inc.

More information on the Workers' Compensation Education Unit may be found at [www.dlt.ri.gov/wc/edunit.htm](http://www.dlt.ri.gov/wc/edunit.htm) or by calling (401) 462-8100.

### EDUCATION UNIT ACTIVITY 2005

Telephone Calls to Information Line	10,314
Calls in Spanish	249
On-site employer consultations	69
Video tapes lent	389
Informational Letters Mailed to Injured Workers	28,318
Number of Seminars Held	8
Number of Seminar Attendees	1,165
Donley New Patient Orientations	52
Donley Vocational Patient Orientations	11

## FRAUD AND COMPLIANCE UNIT

The Fraud and Compliance Unit detects, prevents, and refers for criminal prosecution any suspected fraudulent WC-related activity and ensures employer

and insurer compliance with the requirements of the Workers' Compensation Act.

Proactive measures and industry sweeps generated a substantial increase in the number of investigations of employers. The 2005 Industry Sweep Program targeted roofers and temporary employment agencies for adequate Workers' Compensation insurance coverage. The roofer sweep coordinated the Rhode Island Contractors' Registration Board and the City of Cranston and included a field component. All sweeps resulted in substantial penalties and increased compliance.

More information on the Workers' Compensation Fraud and Compliance Unit may be found at [www.dlt.ri.gov/wc/fraud.htm](http://www.dlt.ri.gov/wc/fraud.htm) or by calling (401) 462-8100.

#### FRAUD AND COMPLIANCE ACTIVITY 2005

Investigative Inquiries	5,121
Lack of Insurance Investigations	4,581
Penalties Collected from Employers Without Proper WC Insurance Coverage	\$488,246
Penalties Collected from Insurers	\$35,750
Late First Report Filing Penalties	\$1,250
Employees Who Filed to Waive WC Rights	2,869
Independent Contractor Filings	7,929
Criminal Cases Referred to Attorney General	5
Court Ordered Restitution	\$23,908
Stop Work Orders	12

### JOHN E. DONLEY REHABILITATION CENTER

The John E. Donley Rehabilitation Center provides broad-based rehabilitation programs to individuals in the RI Workers' Compensation (WC) system. Injured claimants in the WC system with the poorest return-to-work potential are identified as potential clients. In 2005, seventy percent of clients who completed their program at Donley achieved a "return-to-work" level of rehabilitation. Restoring clients health so they may return to work has a significant financial impact on the Workers' Compensation system and positively impacts clients' esteem.

In 2005, Donley introduced a "live" interactive referral form, whereby physicians can place referrals via email or fax through our web site. Both English and Spanish versions of the Donley web site continue to

be popular sources of information, including a fully-detailed confidentiality statement.

The Vocational Rehabilitation Unit has expanded their program to include a two-week employment seminar designed to provide injured workers with testing that will identify areas of interest and aptitude.

More information about services available at the Donley Center may be found at [www.dlt.ri.gov/donley](http://www.dlt.ri.gov/donley) or by calling (401) 243-1200.

#### REHABILITATION ACTIVITY 2005

New Admissions	1,048
Return-to-Work Level upon Program Completion	70%
Patients Out of Work over Three Months	86%
Percentage of the above Out of Work over One Year Prior to Donley Rehabilitative Services	52%

## Autonomous Bodies

Several boards and councils share a close working relationship with the Department of Labor and Training (DLT) and are reflected in some of the Department's services, yet are not under the Director's authority. For this reason, these groups are summarized under the title Autonomous Bodies. They include: the Board of Review, the Labor Relations Board, the Workforce Partnership of Greater Rhode Island, and the Governor's Workforce Board of Rhode Island.

### BOARD OF REVIEW

The Board of Review is an autonomous body created by RI General Law 42-16.1-6 located at 275 Westminster Street in Providence. Board Referees conduct full hearings on first level appeals from claimants and employers on decisions rendered by DLT regarding Unemployment Insurance (UI) and Temporary Disability Insurance (TDI) claims. At the higher level of the appeal process, the Board may review or hold additional hearings on appeals from its Referees' decisions. In addition, the Board hears appeals from employers on





photo courtesy of Maria Ferreira

The Board of Review is headquartered at 275 Westminster Street in Providence.

UI and TDI tax liability issues. Under US Department of Labor guidelines, the Board's primary goal is to provide due process and a fair hearing on these issues both for claimants and Rhode Island employers.

The Governor appoints members of the Board. As of December 2005, the Board of Review members were Thomas J. Daniels, Chairman, representing the Public; Nathaniel J. Rendine, representing Labor; and Edward A. Lombardo, Sr., representing Industry.

The Board's web site is one of only a few among Boards of Review across the US that has online appeals capability. The convenience of filing via the Internet made it the most popular method for filing an appeal in 2005. A library of significant court rulings on UI/TDI appeals is also available from the web site.

In accordance with US Department of Labor (US DOL) guidelines, more than 95 percent of lower level (Referee) decisions were issued within 30 days, garnering the Board of Review an excellent rating from US DOL.

In June 2005, members of the Board staff, with the assistance of personnel from the Department of Labor and Training, hosted the 25th annual conference of the National Association of Unemployment Insurance Appellate Boards in Newport. Over 200 UI appeals professionals from throughout the US and Canada attended the four-day session.

The Board continues to embrace technology to ensure courteous, prompt, and efficient service. During 2006, the Board will investigate methods of document imaging and other system changes to decrease paperwork, reduce costs, and increase efficiency of case handling.

More information on the Board of Review and its methods may be found at [www.dlt.ri.gov/bor](http://www.dlt.ri.gov/bor) or by calling (401) 222-3533.

#### BOARD OF REVIEW ACTIVITY 2005

	Lower Court	Higher Court
UI Appeals		
Claimant	4,248	606
Employer	644	255
TDI Appeals	165	20
Tax	17	0
Strike (Labor Dispute)	0	0
Cases Withdrawn	256	24

In 2004, the District Court received 75 appeals, and three cases were further appealed to the Rhode Island Supreme Court.

#### STATE LABOR RELATIONS BOARD

The State Labor Relations Board is an autonomous body that enforces labor-management relations as identified in the RI Labor Relations Act – RI General Laws 28-7 and its amendments. The Board is co-located at the headquarters of the Department of Labor and Training. The Board determines the appropriateness of collective bargaining units and has the authority to remedy and prevent unfair labor practices.

The Governor, with the consent of the Senate, appoints the seven members of the Board. Three members of the Board represent labor, three members represent management, including at least one representative of local government, and the final member represents the general public. The members of the Board are appointed for a six-year term.

In 2005, the Board received 35 charges of unfair labor practices, 14 unit clarifications/accretions petitions involving 58 positions, and 8 representation petitions involving 69 positions. Nineteen formal hearings were held on these matters and 13 formal written decisions were issued.

Twelve monthly board meetings were held last year, one of which included reviewing and updating rules and regulations. A public hearing was held relative to the amendments and all changes became effective January 1, 2006.

More information on the State Labor Relations Board and its decisions may be found at [www.dlt.ri.gov/lrb](http://www.dlt.ri.gov/lrb) or by calling (401) 462-8830.

## WORKFORCE PARTNERSHIP OF GREATER RHODE ISLAND

The Workforce Partnership of Greater Rhode Island (WPGRI) is the federally-mandated Workforce Investment Board for 37 of Rhode Island's 39 cities and towns (see map, page 27). Members are appointed by the Governor and administer federal and state-funded workforce, education, and economic development programs.

The services for the federally-funded Workforce Investment Act (WIA) are provided by a partnership with netWORKri, Rhode Island's One-Stop Career Center System. During Program Year 2004/2005, WPGRI invested \$1.9 million in WIA services and training for 617 individuals seeking their first job or a new job due to dislocation, of which 321 went on to enroll in skill training programs. Sixty-three percent of participants were employed within the first quarter of completion of WIA programming.

In 2005, the WPGRI's Youth Council met federally-mandated performance requirements by implementing new strategies including tighter contract requirements, ongoing technical assistance to youth service providers, and improved tracking systems that record increased performance levels. Approximately \$930,000 was awarded to contractors of youth programs, who



photo courtesy of Brian Rutherford

**WPGRI Youth Programs enable students to see the connection between skills learned in the classroom and skills required to be hired in their preferred job field.**

enabled 142 youth to improve their basic skills, achieve a high school diploma or GED, acquire leadership skills, and learn about the labor market.

Last year, the WPGRI continued to administer the \$3 million US Department of Labor-funded Bio-

manufacturing Grant for new and incumbent workers in Rhode Island's growing biomanufacturing/biotech industry. The grant provides up to three years of funding to train and upgrade the workforce to meet the high skill demands of this technology-driven industry. WPGRI expanded the membership of the project's advisory council to include thirteen companies, including national and regional industry leaders such as Amgen, Rena-Med, Cambrex, and Concordia. At year's end, the project had enrolled 135 participants in industry-led training and educational programs.

With funding from the RI Human Resource Investment Council (HRIC, changed its name in 2005, see next section), WPGRI continued to oversee the Employee Investment Grant program that provides small Rhode Island companies with up to \$10,000 in grant funds to improve the skills of their workforce and better meet the challenges of a highly competitive market. In 2005, the WPGRI awarded over \$400,000 to 81 companies, training 847 incumbent workers.

## GOVERNOR'S WORKFORCE BOARD OF RHODE ISLAND

Enacted by Executive Order on September 22, 2005, the Governor's Workforce Board of Rhode Island (GWB-RI) advises the Governor on how to improve Rhode Island's workforce, education, and economic development systems. The Board develops policies and strategies that improve the skill base of the workforce, increasing Rhode Island's economic vibrancy. The Board prioritizes the investment of federal and state funding and other resources, subsidizing innovative programs and building dynamic networks between the public and private sectors.

GWB-RI receives structure from the federal Workforce Investment Act and State Human Resource Investment Council (HRIC) legislation. The 17-member board boasts business leaders, public agency officials, labor, and education representatives. Their focus is on areas of business that can be strategically aligned into "demand-driven" systems.

As the state-wide Workforce Investment Board, GWB-RI was charged with oversight of federal WIA funds in excess of \$10 million in 2005. The majority of this funding is funneled to and then administered by the state's two local Workforce Investment Boards.

In addition, HRIC legislation provides GWB-RI the funding from the Job Development Fund (JDF), a 0.21% assessment of employer's payroll tax. The tax payer's regular unemployment payroll tax liability was reduced by the same amount, making JDF revenue neutral for employers, while pumping over \$10 million annually into workforce-related initiatives.

RI's Interagency Workforce Council, commonly shortened to the "Workforce Cabinet," closely affiliates itself with GWB-RI. Cabinet members include the directors of workforce, economic, education, and social service state departments. The Workforce Cabinet facilitates and implements policies and directives developed by GWB-RI, coordinating programs across funding streams.



logo courtesy of Nicki Romeo

A new visual identifier  
for a newly  
reformulated board.

Newly appointed and incumbent GWB-RI members, agency directors, and key staff attended an informative orientation session on the reformulated Board in September 2005. The Governor both challenged and charged the membership with a mission to support his workforce agenda and improve the lives of all Rhode Islanders. They immediately set to work defining priorities and assigning six task teams to accomplish the work. These included: Board Governance, Adult Education, Youth Strategies, One-Stop Career Center Restructuring, Local Workforce Board Consolidation, and Strategic Investments.

The Board Governance Task Team drafted new by-laws for GWB-RI, researched applicable federal and state legislation and codes of conduct, and discussed potential committee structures, operational procedures and plans for a future strategic planning retreat in the spring of 2006.

The Adult Education Task Team built upon the 2004 Governor's Adult Literacy Taskforce report "Building the Critical Links." Members set to work establishing priorities and a work plan structured on the five key ob-

Literacy programs can  
mean the difference  
between a meanial  
job and a meaning-  
ful job.



photo courtesy of Brian Rutherford

jectives in the report. Once approved and implemented, Rhode Island's Adult Education system will evolve into an integrated system of opportunities and services that will be closely aligned with workforce trends. The 2005 Job Development Fund budget, operating within Fiscal Year 2006, earmarked \$1.8 million for state literacy efforts.

The Youth Strategies Task Team recognized the importance of developing the future workforce by solving educational challenges and workforce issues facing RI's youth. Innovative designs for a statewide, unified approach to youth participation in the workforce were evaluated. Initial plans include piloting a 2006 Summer Youth Work program and the establishment of a Youth Development Office under GWB-RI's umbrella, to ensure alignment with the Board's broader mission.

The One-Stop Career Center Restructuring Task Team conducted a comprehensive review and analysis of demographic, financial, and political considerations impacting RI's One-Stop system. Since its inception in 1998, the netWORKri Career Center system, operated by the Department of Labor and Training, has evolved to meet changes in technology, infrastructure costs, and reductions in financial and personnel resources. Team members evaluated restructuring options for the One-Stop system while retaining the established quality of service to netWORKri's business and job seeker customers. A formal proposal with recommendations will be prepared and submitted for the Governor's consideration in 2006.

The Local Workforce Board Consolidation Task Team explored options for consolidating Rhode Island's two local Workforce Investment Boards in light of a proposal in the Governor's 2004 Fiscal Fitness Report to streamline administrative and service delivery



mechanisms. While the research and data supported the objective, team members concluded consolidation was not feasible under current federal legislation.

The Strategic Investments Task Team was charged with driving improvements to the current and future workforce through financial initiatives. The team is responsible for recommending allocation of approximately \$1 million to ongoing programs and projects and for developing new funding opportunities. Using projected labor market data, team members evaluated existing budgetary information and potential allocations. After considerable deliberation, the Board approved five categories of Priority Funding Areas. They are:

#### ■ **Workforce Improvement**

The competitive nature of a global and regional economy requires that companies consistently develop the skills of their workforce. Increasing employee productivity, improving capability, and amending operational systems can enable RI businesses to flourish. The Board co-funds opportunities for companies or consortia of companies to train their employees and develop a competitive edge.

#### ■ **Workforce Expansion**

Increasing existing jobs and fostering new business opportunities is a key component for the vibrancy of Rhode Island's economy. The Board co-funds employee training for both new and existing businesses, thereby assisting the state's economic development.

#### ■ **Partnership Building**

Businesses need workers who are academically proficient and can meet the increasing demands of technology. The Board will partner with education to support literacy initiatives and workplace-based education services.

#### ■ **Youth Strategies**

Promoting and supporting activities that engage RI youth in workforce activities will ensure business demands of the future are met. The Board will invest in model programs and/or supplement existing programs to equip today's youth for tomorrow's future.

#### ■ **Strategic Initiatives**

New initiatives or strategic support functions may be required to address future contingencies and state-wide priorities. At its discretion, the Board will use funds to invest in such efforts.

## RHODE ISLAND JOBS TRAINING TAX CREDIT

In concert with the mission to support Rhode Island businesses, in 2005, the Board continued to support tax incentives offered through the Rhode Island Jobs Training Tax Credit Act. The Act provides employer tax credits of 50% of qualified expenses, limited to a \$5,000 credit per employee over a three-year period. Only \$1,000 of qualified expenses may be wages earned in training. In 2005, over seventy companies invested in excess of \$6 million to train approximately 6,000 employees, thus resulting in tax credits of over \$3 million.

## GWB-RI BOARD MEMBERS 2005

<b>Chairman</b> Joseph MarcAurele	President and CEO, Citizens Bank of RI and CT
Mario Bueno	Adult Ed. Director Progreso Latino
Mia Caetano, Esq.	Vice President Sales, Nestor, Inc.
Armeather Gibbs	Chief Operations Officer United Way of Rhode Island
Paul MacDonald	Director, Health Insurance Plan Teamsters Local 251
William McGowan	Business Manager IBEW Local 2323
Michael McMahon	Director RI Economic Development Corp.
Brandon Melton Sr.	Vice President, Human Resources Lifespan
Sharon Moylan	President Emerge, Inc.
Robert Nangle	President Meridian Printing
George Nee	Secretary Rhode Island AFL-CIO
Adelita Orefice	Director RI Department of Labor and Training
Sgt. Robert Paniccia	President Providence Fraternal Order of Police
Lorna Ricci	Director Ocean State Independent Living Center
Martin Trueb Sr.	Vice President and Treasurer Hasbro
Dr. Jack Warner	Commissioner RI Office of Higher Education
Deborah Wilson	Vice President, Human Resources Cox Communications

## DEPARTMENTAL DIRECTORY

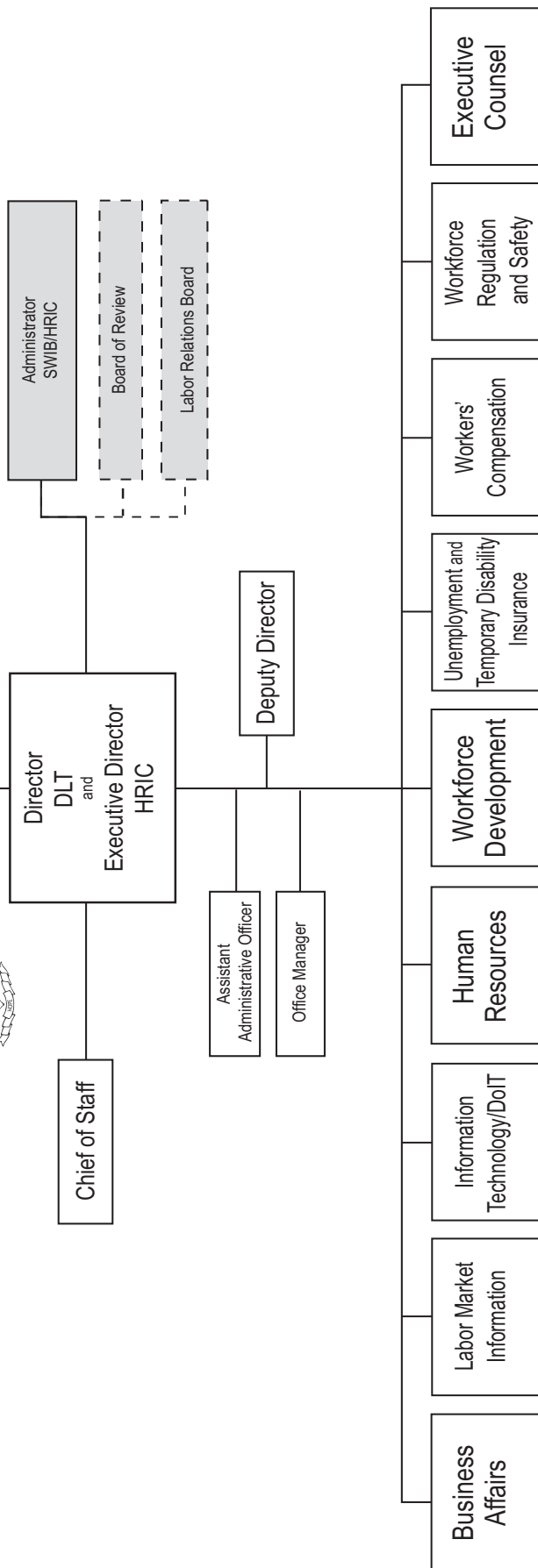
UNIT	PHONE	WEB ADDRESS	E-MAIL ADDRESS
Adult and Dislocated Workers	462-8811		
Benefit Charge	462-8015		
Benefit Accuracy Measurement	462-8610		
Board of Review	222-3533	<a href="http://www.dlt.ri.gov/bor">www.dlt.ri.gov/bor</a>	<a href="mailto:bor@dlt.state.ri.us">bor@dlt.state.ri.us</a>
Business Affairs	462-8140		
Career Resource Network	462-8790	<a href="http://www.dlt.ri.gov/crn">www.dlt.ri.gov/crn</a>	
Central Adjudication	462-8300		
Central Overpayment	462-8010		
Crossmatch	462-8510		
Dr. J. E. Donley Rehabilitation Center	243-1200	<a href="http://www.dlt.ri.gov/donley">www.dlt.ri.gov/donley</a>	<a href="mailto:donley@dlt.state.ri.us">donley@dlt.state.ri.us</a>
Employer Service	462-8710	<a href="http://www.dlt.ri.gov/esu">www.dlt.ri.gov/esu</a>	
Executive Office	462-8870		
Foreign Labor Certification/Migrant Seasonal Farm Workers	462-8800		
Governor's Workforce Board of RI	462-8860	<a href="http://www.rihric.com">www.rihric.com</a>	<a href="mailto:mkoback@dlt.state.ri.us">mkoback@dlt.state.ri.us</a>
Human Resources	462-8840		
Jobs Network	1-888-616-JOBS (5627)		
Labor Market Information	462-8740	<a href="http://www.dlt.ri.gov/lmi">www.dlt.ri.gov/lmi</a>	<a href="mailto:lmi@dlt.ri.gov">lmi@dlt.ri.gov</a>
Labor Relations Board	462-8830	<a href="http://www.dlt.ri.gov/lrb">www.dlt.ri.gov/lrb</a>	<a href="mailto:lrb@dlt.state.ri.us">lrb@dlt.state.ri.us</a>
Labor Standards	462-8550	<a href="http://www.dlt.ri.gov/lis">www.dlt.ri.gov/lis</a>	<a href="mailto:laborstandards@dlt.state.ri.us">laborstandards@dlt.state.ri.us</a>
Legal Counsel	462-8890		
Marketing/Communications	462-8810		
netWORKri	462-8800	<a href="http://www.netWORKri.org">www.netWORKri.org</a>	
Occupational Safety	462-8570	<a href="http://www.dlt.ri.gov/occusafe">www.dlt.ri.gov/occusafe</a>	<a href="mailto:occusafe@dlt.state.ri.us">occusafe@dlt.state.ri.us</a>
Police and Fire Unit	462-8855		
Professional Regulation	462-8580	<a href="http://www.dlt.ri.gov/profregs">www.dlt.ri.gov/profregs</a>	<a href="mailto:profregs@dlt.state.ri.us">profregs@dlt.state.ri.us</a>
Rapid Response	462-8811	<a href="http://ww.dlt.ri.gov/ui/rapidresponse.htm">ww.dlt.ri.gov/ui/rapidresponse.htm</a>	
Telecommunication Device for the Deaf (TDD)	462-8006		
Temporary Disability Insurance (TDI)	462-8420	<a href="http://www.dlt.ri.gov/tdi">www.dlt.ri.gov/tdi</a>	<a href="mailto:tdi@dlt.state.ri.us">tdi@dlt.state.ri.us</a>
Fraud	462-8419		
Trade Readjustment Assistance	243-9166	<a href="http://www.dlt.ri.gov/ui/trade.htm">www.dlt.ri.gov/ui/trade.htm</a>	
Unemployment Insurance (UI)	462-8400	<a href="http://www.dlt.ri.gov/ui">www.dlt.ri.gov/ui</a>	<a href="mailto:unemploymentinsurance@dlt.state.ri.us">unemploymentinsurance@dlt.state.ri.us</a>
Call Center	243-9100		
Fraud	462-8419		
Veteran's Services	462-8800		
Weights and Measures	462-8580		
Work Opportunity Tax Credit Program	462-8717		
Workers' Compensation	462-8100	<a href="http://www.dlt.ri.gov/wc">www.dlt.ri.gov/wc</a>	
Education Unit	462-8100	<a href="http://www.dlt.ri.gov/wc/edunit.htm">www.dlt.ri.gov/wc/edunit.htm</a>	<a href="mailto:wcedcunit@dlt.state.ri.us">wcedcunit@dlt.state.ri.us</a>
Fraud	462-8100	<a href="http://www.dlt.ri.gov/wc/fraud.htm">www.dlt.ri.gov/wc/fraud.htm</a>	<a href="mailto:wcfraud@dlt.state.ri.us">wcfraud@dlt.state.ri.us</a>
Workforce Development Services	462-8800	<a href="http://www.dlt.ri.gov/wfds">www.dlt.ri.gov/wfds</a>	
Workforce Investment Office	462-8780	<a href="http://www.dlt.ri.gov/wio">www.dlt.ri.gov/wio</a>	
Workforce Partnership of Greater RI	462-8730	<a href="http://www.griworkforce.com">www.griworkforce.com</a>	<a href="mailto:mkoback@dlt.state.ri.us">mkoback@dlt.state.ri.us</a>
Workforce Regulation and Safety	462-8580	<a href="http://www.dlt.ri.gov">www.dlt.ri.gov</a>	
Workshare	243-9177	<a href="http://www.dlt.state.ri.us/ui/ws.htm">www.dlt.state.ri.us/ui/ws.htm</a>	

\* All telephone numbers are within Rhode Island's 401 area code.



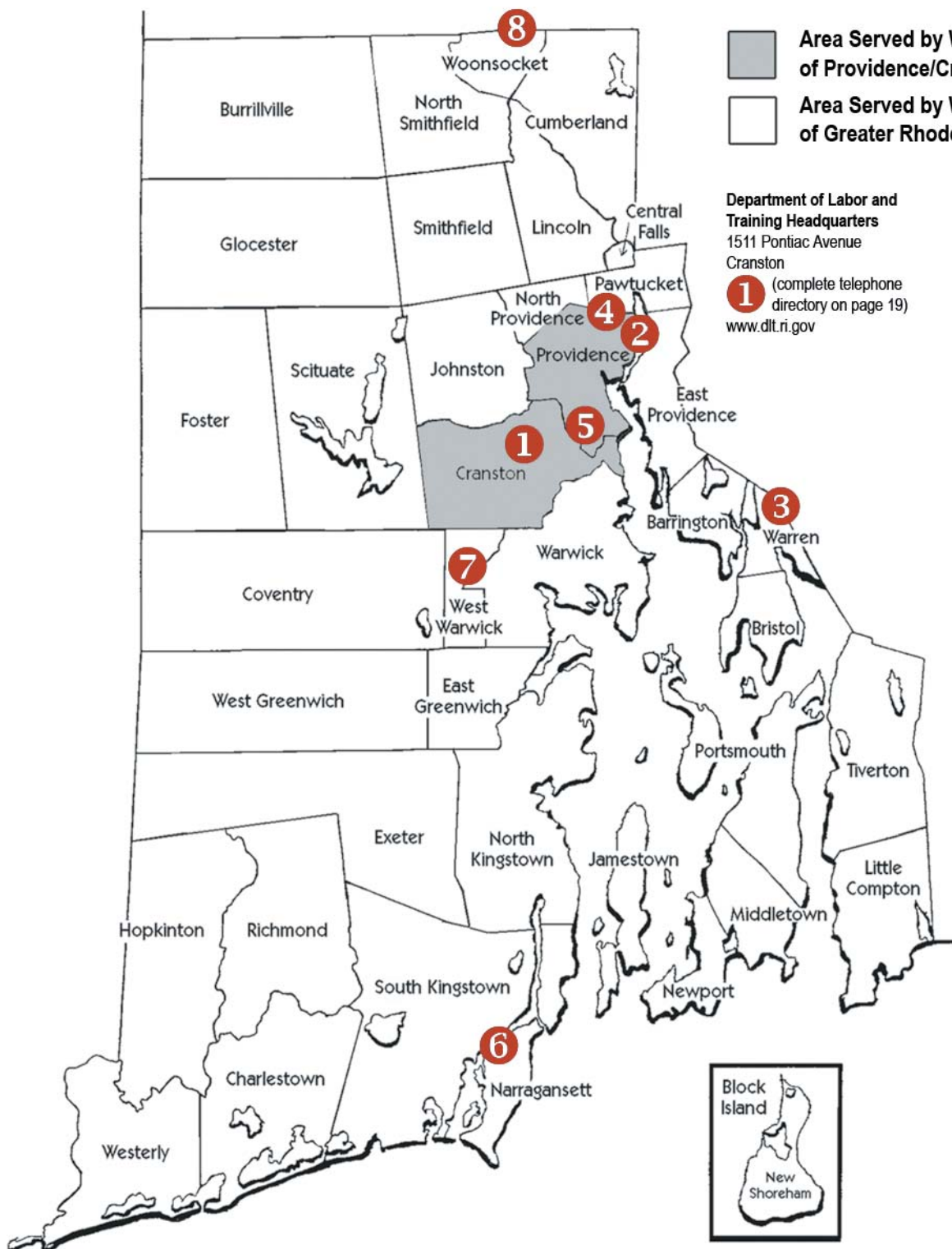
## Rhode Island Department of Labor and Training

### ORGANIZATIONAL CHART



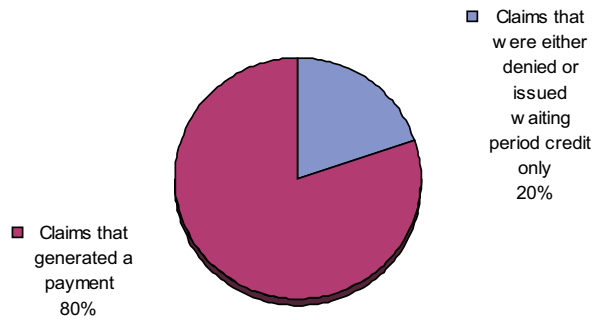


## MAP OF OFFICES

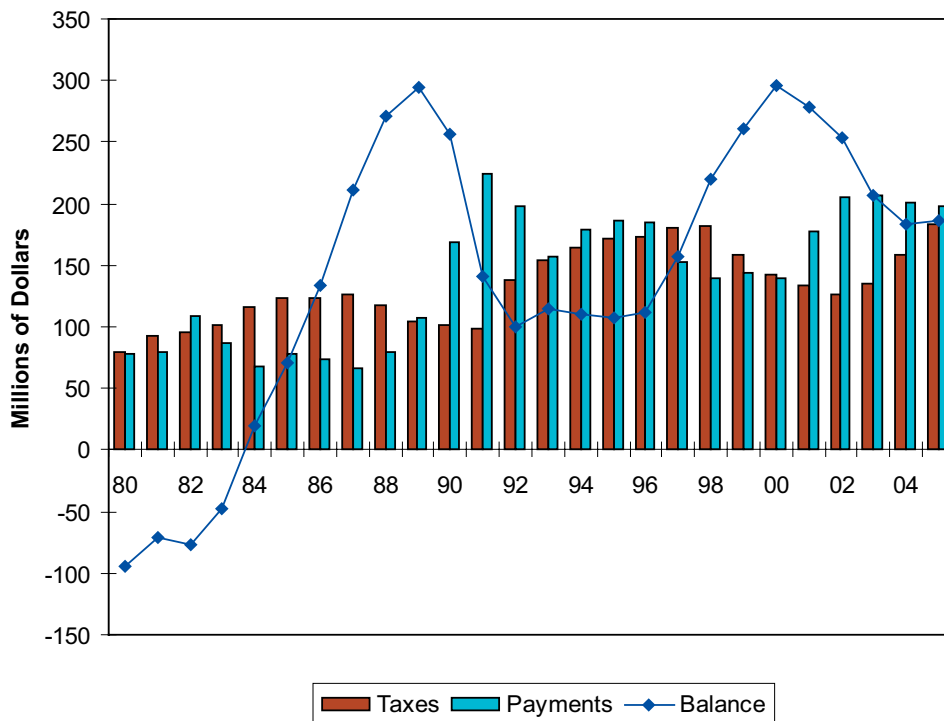


## UNEMPLOYMENT INSURANCE DATA

### Unemployment Insurance Claims Filed in 2005

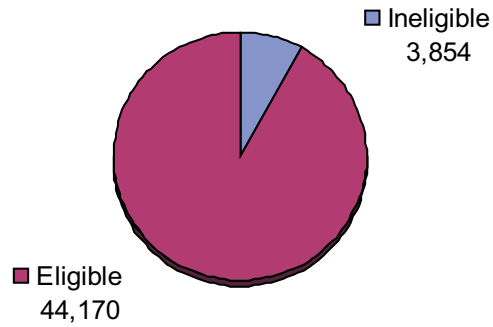


### Unemployment Insurance Fund Activity



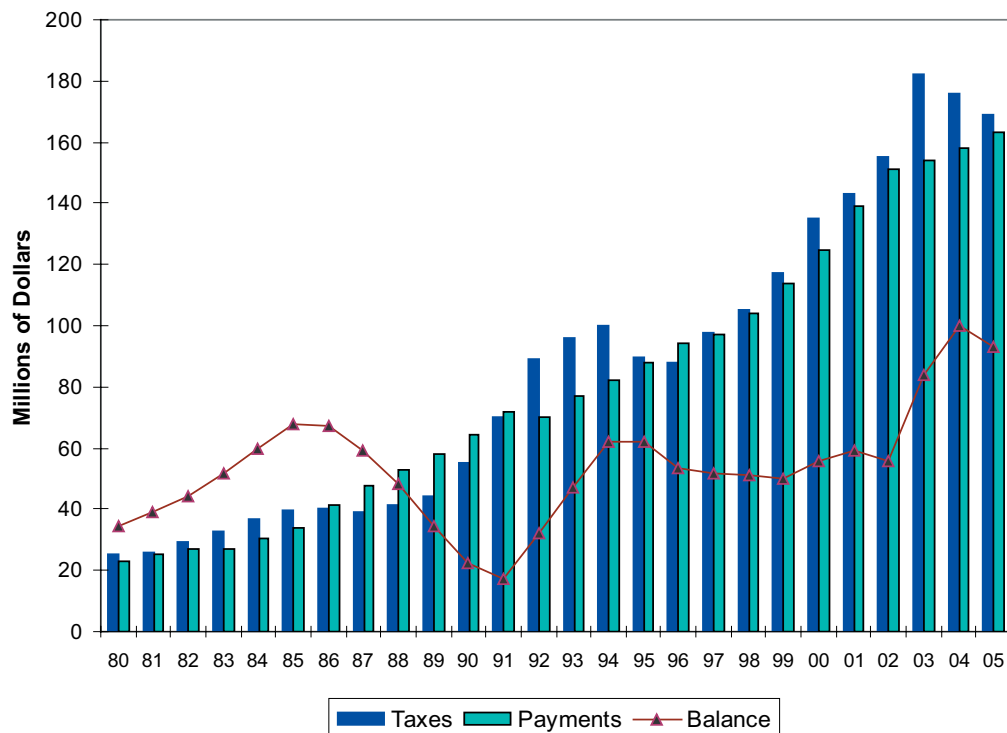
## TEMPORARY DISABILITY INSURANCE DATA

### Temporary Disability Insurance Eligibility Determinations Issued in 2005

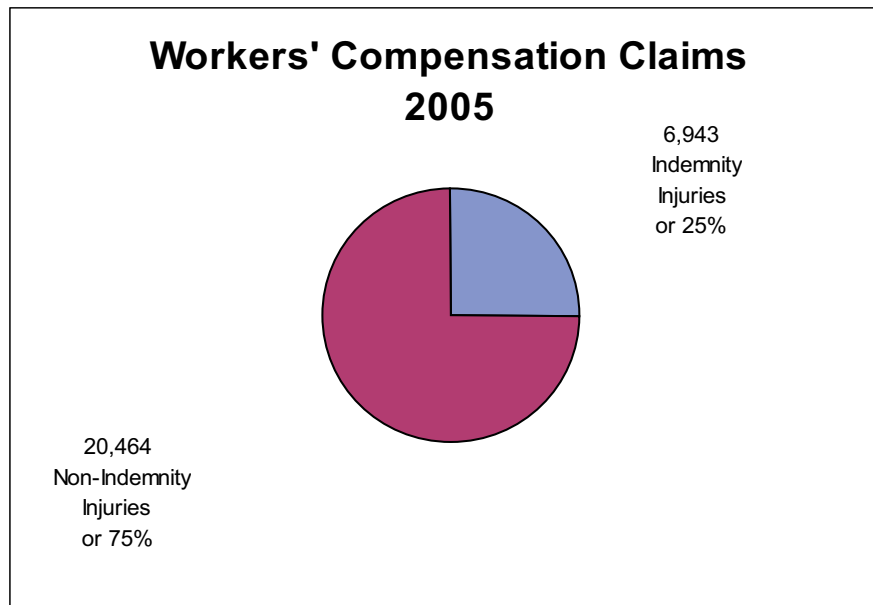


In 2005, ninety-two percent of the 48,024 eligibility determinations issued for Temporary Disability Insurance Benefits were determined to be eligible.

### Temporary Disability Insurance Fund Balance

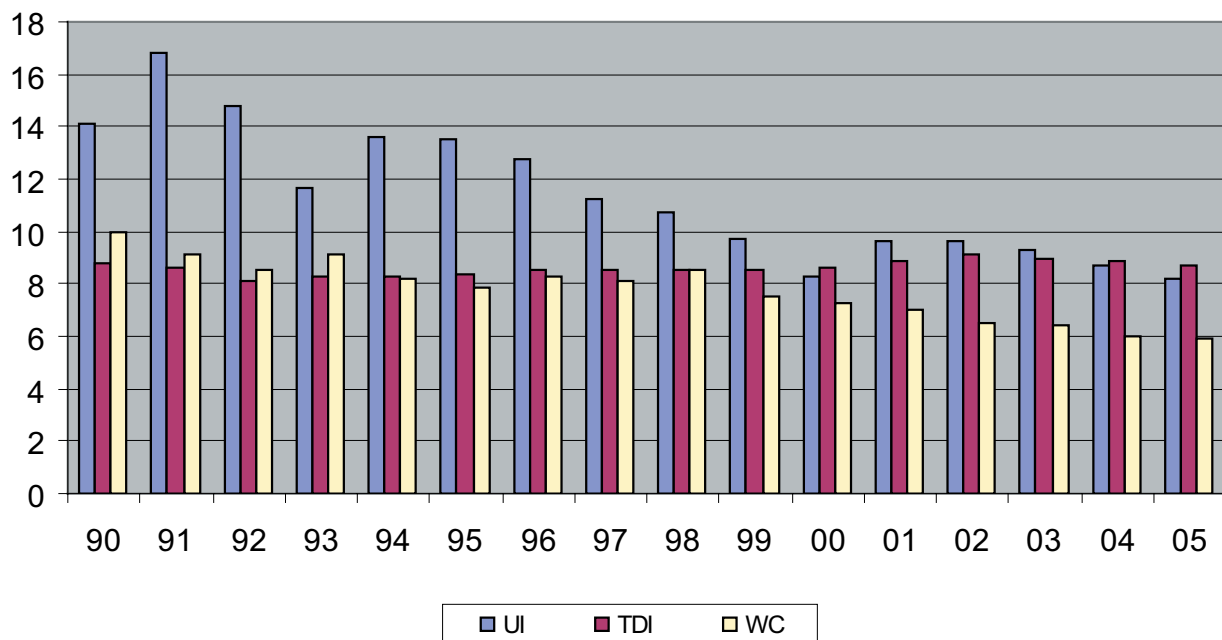


## WORKERS' COMPENSATION DATA



## CLAIMS AS A PERCENT OF COVERED EMPLOYMENT

**Unemployment Insurance, Temporary Disability Insurance and Workers' Compensation Claims as a Percent of Covered Employment**





**Rhode Island Department of Labor and Training**

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